Upper Minnesota Valley Regional Development Commission

2011 Local Public Transit Human Service Coordination Plan

for

Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties

A locally developed, coordinated public transit-human services transportation plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.

Adopted

_____

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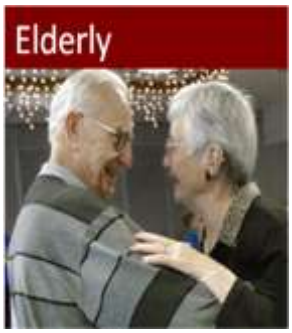
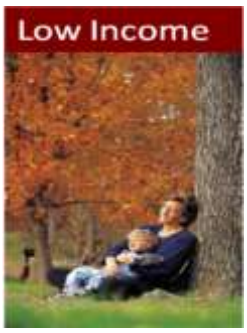
EXECUTIVE SUMMARY





Federal reauthorization of the surface transportation act in 2005 requires grantees under the New Freedom Initiative (5317), Job Access and Reverse Commute (JARC –5316) and Elderly and Disable Transportation Program (5310) meet certain requirements in order to receive funding for fiscal year 2007 (beginning October 1, 2006) and beyond. These programs are required to be part of a "locally developed coordinated public transit-human service transportation plan".

To develop these "local public transit – human service transportation plans" the State of Minnesota, through MN/DOT, Office of Transit, in cooperation with DHS, established the planning framework for the local plans and contracted with Regional Development Commissions (RDCs) and Metropolitan Planning Organizations (MPOs) to complete the plans. The purpose of the plan is to educate public transit and human service transportation stakeholders (providers and purchasers/coordinators) at the local level (e.g. organizations responsible for transporting agency clients, students, and the general public) about the benefits of coordinating public transit and human service transportation, identify "best practices" in coordination activities, and develop local action plans for improving transportation coordination.

Coordination among providers and agencies that provide transportation services could:

- Increase transportation availability;
- Improve access to jobs;
- Enhance service quality;
- Eliminate duplicative efforts; and
- Improve the cost-effectiveness of transportation dollars.

The Upper Minnesota Valley Regional Development Commission facilitated the planning and writing of Region 6W's (Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties) Local Transit-Human Service Coordination Plan. The federal transportation act (SAFETEA-LU) required in the development of the local plan through a local technical advisory committee (TAC) who shall have direct oversight of the planning process.

Elements required as inclusion in the plan include:

- An inventory of available services;
- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- Strategies to address the identified gaps in service;

- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources; and
- Prioritization of implementation strategies.

This plan update focused on the priority projects that could be implemented and have an impact for individuals with disabilities, older adults, and persons with limited incomes. This plan includes a physical inventory of the transportation vehicles available within the region and their ownership – both public and private entities. In the appendix is a brief profile is included on type of service, area of service, fees, fleet, and eligibility and funding. It is meant to get an idea of the location and number of vehicles that are available in the region for transportation purposes and at what level are they utilized for coordination.

The Needs Assessment chapter of this plan summarizes the data collected from the assessment tools used to identify weaknesses/gaps in the current transportation network within the region hindering service delivery and coordination or cooperation. Several tools or items were used to quantify these gaps and barriers. These tools included:

- Regional Economic and Demographic Information Analysis
- Planning Workshop Discussion and Activities
- Public Transit Service Questionnaire
- Transportation Advisory Committee Discussion and Activities

Detailed results from each of the assessments tools are in the Needs Assessment chapter. The following gaps and needs appeared over and over again in our assessment process:

- Service is not 24/7. There are gaps in service hours and days.
- Prior authorization is cumbersome and not reasonable for all types of rides.
- Liability and insurance regulations are a huge obstacle to coordination. There are other barriers in regulations that need to be reviewed and provide more flexibility to meet the transportation needs.
- The near poverty or low-income populations who are not on public assistance are falling through the gaps – service is not affordable.
- Smaller, rural areas of the region are underserved.
- Funding needs to be available for smaller more efficient vehicles to add to fleets.

The Strategy and Project Identification chapter identifies the action plan for this region - strategies, action steps, the responsible party and timeline. The following strategies were developed at the public planning workshop as having the highest priority from the action plan for the region:

- Marketing to Human Service Professionals: More marketing of the services to organizations that have clients that could use transit in the region.
- Marketing to Public: Market volunteer drivers as an opportunity in the region
- Annual Regional Transportation Seminar: All providers in the region would have an annual day or days they would meet to discuss ways to coordinate. It would be facilitated by an impartial body trained in bringing groups together to do that. It could involve training opportunities too.

INTRODUCTION

BACKGROUND

The federal definition for transit coordination planning reads as follows:
A locally developed, coordinated public transit-human services transportation plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.

In February 2004, President Bush issued executive order #13330 on human services transportation that identified the "fundamental importance of human service transportation and the continuing need to enhance coordination." This local plan is a result of Congress passing the Safe Accountable, Flexible, Efficient, Transportation Equity Act (SAFETEA – LU) a six-year transportation reauthorization bill, in August of 2005. This bill required grantees under the following programs to be part of a "locally developed coordinated public transit-human service transportation plan". While federal guidance only stipulates the coordination plan identifies projects for funding under three programs (listed below), it also indicates that transportation providers of all types: public, private, non-profit and human services, as well as members of the public, participate in the plan's development and help identify projects for improved transportation coordination.

- New Freedom Initiative (5317) funding is meant to increase mobility options for persons with disabilities
- Job Access and Reverse Commute (JARC –5316) funding is meant to help low-income workers access jobs
- Elderly and Disabled Transportation Program (5310) provides capital funding to buy vehicles that serve the needs of the elderly and disabled

RDC ROLE

The plan itself must be developed by an independent and objective entity through a planning process that includes representatives of public, private, and non-profit transportation services, human service providers and the general public.

Minnesota's Department of Transportation (MnDOT), Office of Transit contracted with Regional Development Commissions (RDC) as the independent agencies to facilitate and conduct the planning process for several reasons. RDCs are not stakeholders and are viewed as an independent and objective entity with no vested interests. RDCs also have great experience managing public processes and drawing together diverse groups. In addition RDCs are aware of and knowledgeable of transit programs and funding streams in their counties and cooperate and coordinate with stakeholders to meet transportation needs in their service area.

PURPOSE

This plan is an update to the original plan completed in 2006 for the five-county area of the Upper Minnesota Valley Regional Development Commission. The goal of the 2011 Local Human Service Transit Coordination Plan is to identify coordination strategies for our region that will improve transportation services for the elderly, persons with disabilities, and persons with low incomes. It includes an updated needs assessment, strategies, and priority projects for improved human services transit coordination in the region.

The coordinated planning process is the only way to ensure eligibility for future funds from the JARC, New Freedom and 5310 programs and that the projects identified for this region suit the needs of the local organizations seeking those funds. Not all projects identified are eligible for funding under these federal transit programs. However, having a breadth of partners in the region participating in this plan created a comprehensive overview of regional transit issues and how local entities could address these together.
Coordinated planning acknowledges that resources are limited. There is currently an environment of decreased funding for public transit and human service agencies, and finding ways to increase the efficiency of resources makes sense.

The strategies in this plan are intended to help state and local community leaders, organizations and agencies involved in human service transportation and public transit services to cooperate and coordinate programs and develop action plans for the delivery of services. In communities who practice coordination and cooperation the results have been improved services, lower costs and improved access, which benefits the customer.

PLAN PROCESS

PROCESS

Coordinated plans are meant to improve our region's collective ability to provide transportation services to customers. In 2006, the planning process emphasized strategies. In this update, we will continue to identify strategies for transit coordination but will spend more time identifying specific projects to improve coordination in order to serve the needs of the elderly, persons with disabilities, and persons with low income. An over view of the plan process is described here and more details on the needs assessment and strategies appear in later chapters.

The key elements of the plan are:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes; and an inventory of available services that identifies current levels of service; areas of redundant service and gaps in service;
- Strategies to address the identified gaps in service;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources and the prioritization of implementation strategies.

The plan is designed to identify the gaps between customer expectations and the current level of service. Some local strategies are similar to the strategies that are part of the state plan.

ASSESSMENT

Several components were researched to establish baseline transit conditions in the region
Review and analysis of regional demographics

- Mapping of the transit dependent population, key destinations, and transit routes
- Reviewing and surveying the transportation providers in the region
- Review of 2006 plans and progress to determine their status and current relevance

PUBLIC PARTICIPATION

Several techniques and resources were used to ensure public participation was part of the planning process. Public input was gathered in the planning process from the local technical advisory committee; a public planning workshop; and a public comment period and public meeting to review the final draft before adoption.

Local Technical Advisory Committee

Purpose: gather input from key stakeholders who are most likely to be "doing" implementing coordination. They should all either own or operate vehicles or have a deep understanding of barriers/obstacles for transporting transit-dependent populations.

The federal guidelines suggested membership should include, but is not limited to, representation from human services, transit providers (5311 and/or 5310), major funders, disability community, workforce centers, Area Agency on Aging, senior housing, health care agencies, and MnDOT. Membership on the 2011 Local Transit-Human Service Coordination Plan TAC for Region 6W included:

Steering Committee Membership	Organization/Representing
Ted Nelson	Prairie Five RIDES (5311)
Roman Fidler	Appleton City Clerk, Appleton Rides (5311)
Rob Wolfington	City of Benson, Benson Heartland Express (5311)
Jason Giese	Southwest MN PIC/Montevideo Workforce Center
Heidi Hanson	Chippewa County Family Services
Gale Mittelstaedt	Big Stone County Family Services
Peggy Heglund	Yellow Medicine County Family Services
Theresa Knutson	Appleton Area Health Services
Robin Olson	Big Stone County Day Training & Habilitation Center (5310)
Bev Herfindahl	MnDOT District 8 Transit Planner

UMVRDC Planning Staff: Michelle Bouta, Dawn Hegland

The committee met once during the preparation of the plan to provide guidance and feedback on the status of the 2006 strategies and to identify priority areas to work on in this update. Several members were also very active in the planning workshop.

Public Workshop

An open invitation to attend a planning workshop was emailed to all providers identified as purchasers of transportation for the elderly, disabled and low-income in this region. The purpose of the day-long workshop was to discuss ways local transit and human service organizations could coordinate better to meet the needs of their clients.

A public meeting was hosted on June 8, 2011 and was attended by 9 individuals (see Appendix A) representing healthcare, family services, Area Agency on Aging, DACs, MnDOT, Workforce Council/Private Industry Council, elected officials, MN DHS, and the regional transit system. The group reviewed strategies from the 2006 plan and demographic

characteristics in our region. They spent significant discussion time on the following topics and questions:

What is the profile of the transit rider?
Where are these people traveling to?
Where don't they go?
What are the current strengths of transit coordination in our area?
What are the current weaknesses of transit coordination in the area?
Individually writing down ideas for projects within the coordination categories and strategies provided.

A series of individual and small group exercises were used to discuss the current gaps, strengths and weaknesses of the transit systems in the region. Based on this discussion the groups were instructed to put their energies into the development of project ideas. The projects were listed on worksheets to share with the entire group for input and discussion. At the close of the workshop participants prioritized the projects and voted on their top priorities. A list of all the projects and their priority ranking are in Appendix D.

The recommend strategies, the meeting presentation and minutes, and the 2006 strategies with their current status were posted on the UMVRDC website www.umvrdc.org on July 8, 2011 for additional review by the public. The draft plan is also posted on the UMVRDC website for public review prior to the adoption by the UMVRDC on _____.

Upper Minnesota Valley Regional Development Commission Meetings

To engage more elected officials in the planning process the Upper Minnesota Valley Regional Development Commission (UMVRDC) was given the opportunity to review and comment on the local plan. It was part of their agenda at their regular monthly meetings. Staff felt it was important to do so for two reasons. One, the UMVRDC would be officially adopting this plan for the region and should have an understanding of the document. Second, all of the counties and some of the municipalities fund transportation systems in the region and have a vested interest in the purpose of the plan. It is important systems use public dollars both effectively and efficiently, there be no duplication in systems, transportation needs be met and coordination and cooperation be a standard not just a goal for the transportation network. The draft plan was posted on the UMVRDC website www.umvrdc.org prior to the public meeting for public comment.

Plan Adoption

A public meeting was the last step prior to the adoption of the local plan. Public notice of the meeting was put in the newspaper encouraging public participation. The public could testify at this meeting or provide written comment prior to the meeting. It was held as part of the UMVRDC's _____ monthly meeting. At the close of the public meeting the UMVRDC took action on the Plan to adopt for submittal to MnDOT.

Updates

Plan updates will occur on a regular basis, to coincide with the regional long-range transportation plan development process that already takes place. Strategies that are identified in the plan are eligible for funding consideration under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program. Adopted plans will be posted on the MnDOT, Office of Transit website and the Upper Minnesota Valley Regional Development Commission website www.umvrdc.org.

NEEDS ASSESSMENT

CURRENT DEMOGRAPHICS

The Upper Minnesota Valley Regional Development Commission region is located along the South Dakota border in west central Minnesota. The region consists of Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine counties and covers 3,346 square miles of land area. There are thirty seven cities and ninety nine townships in the region. This region is home to 45,190 according to the 2010 Census which is slightly less than the 46,140 that was anticipated by the MN State Demographer's Office. Aging populations and overall population decline and outmigration continue to be significant regional challenges.

Of the region's thirty seven (37) cities 70% or at least twenty five (25) of our communities have populations of less than 500. The larger communities (populations over 1,000 based on the 2010 Census) in the region include: Appleton (1,412), Benson (3,240), Canby (1,795), Clara City (1,360), Dawson (1,540), Granite Falls (2,897), Madison (1,551), Montevideo (5,383) and Ortonville (1,916). These communities are the commercial / industrial centers of the region based on their respective population densities. Outside these urban areas, a rural atmosphere including smaller communities, parks, farms, lakes, and prairie lands all contribute greatly to the local and regional economies.

The overall population is declining and aging. Over twenty percent of the regional population is aged 65 years or older, prompting growing demand for healthcare and social service assistance services. The area is home to an aging workforce and a consistently declining population. In the last column, Table 1 shows population change since 2000. The average loss for the region was 9.64%. Swift County and Chippewa County were the two

outliers at -18.17% and -4.94 percent respectively. Some contributing factors to the outliers include the closing of Prairie Correctional Facility in Appleton, MN causing the loss of 1600 inmates; it officially closed in February 2010. While Chippewa County's population changed the least of all five counties it hosts the largest city in the region, Montevideo that is home to over 5,000 residents.

Table 1: Population Trends & Projections

Jurisdiction	2000 Population	2010 Actual	% of Pop Change from 2000
Big Stone	5,820	5,269	-9.47%
Chippewa	13,088	12,441	-4.94%
Lac qui Parle	8,067	7,259	-10.04%
Swift	11,956	9,783	-18.17%
Yellow Medicine	11,080	10,438	-5.79%
6W Region	50,011	45,190	-9.64%
Source: Minnesota State Demographer Center & 2010 Census			

Table 2: Population by Age

2010 Total Population		0-17	18-24	25-44	45-64	65+
Big Stone	5,269	1,105	297	972	1,571	1,324
Chippewa	12,441	2,914	885	2,717	3,525	2,400
Lac qui Parle	7,259	1,534	370	1,333	2,296	1,726
Swift	9,783	2,183	674	2,112	2,848	1,966
Yellow Medicine	10,438	2,475	756	2,259	2,917	2,031
Totals	45,190	10,211	2,982	9,393	13,157	9,447
Percent	100%	23%	6%	21%	29%	21%
Source: 2010 Census						

Table 3 illustrates the unemployment trends of the region since 2000. Swift County has experienced the most significant unemployment in 2010 and 2011 with rates of 7.23 and 7.51 respectively, exceeding the regional unemployment rate in both years. Lac qui Parle County has always had the lowest unemployment rate and remains consistently less than the other counties, the regional and US unemployment rates.

Since 2000, only once has the regional unemployment rate exceeded the US unemployment rate. In 2001 the regional unemployment rate was 4.40 while the US unemployment rate was 4.12 as highlighted below. Although none of the recent county unemployment rates exceed the national rate they have all been raising along with the state's unemployment rate.

Table 3: 24-month Average Unemployment Rates

Year (June)	Big Stone County	Chippewa County	Lac qui Parle County	Swift County	Yellow Medicine County	Region 6W	United States
2011	5.92	7.09	5.90	7.51	6.10	6.62	9.53
2010	5.94	6.89	5.89	7.23	5.95	6.47	8.35
2009	5.55	5.74	5.24	6.31	5.29	5.65	6.29
2008	4.79	4.37	4.25	5.27	4.42	4.60	4.74
2007	4.57	4.02	3.92	4.74	4.20	4.26	4.68
2006	4.65	4.18	4.00	4.61	4.44	4.35	5.06
2005	4.80	4.83	4.38	4.95	5.00	4.82	5.54
2004	4.56	4.96	4.18	4.89	5.20	4.83	5.85
2003	4.38	4.74	3.90	4.90	5.21	4.70	5.69
2002	4.38	5.02	3.94	4.58	5.05	4.68	4.82
2001	4.20	5.14	3.55	4.08	4.49	4.40	4.12
2000	3.93	4.65	3.18	3.67	4.03	3.98	4.22
Sources: STATS America							

According to Minnesota's ISEEK Solutions, a program to provide Minnesotans with excellent information resources about careers, education, and jobs, cashiers and waiters/waitresses are expected to have the most job openings. The fastest growing industries in Minnesota include Management & Technical Consulting along with Medical & Diagnostic Laboratories. The fastest growing jobs throughout the state include Home Health Aides & Personal & Home Care Aides. It is reasonable to assume that with Region 6W's quick growing aging population that those careers related to home health with be increasingly important and in-demand.

Table 4 illustrates the breakout of businesses, jobs, total payroll and weekly wages in this region in 2010. This chart shows that the highest total numbers of jobs in the region are in the healthcare field. This field has an average weekly wage that is slightly below the regions average for all industries.

Table 4: 2010 Industry Employment Statistics for the UMVRDC Region

NAICS Industry Code	NAICS Code	Number of Firms	Number of Jobs	Total Payroll	Avg. Weekly Wage
Total, All Industries	0	1,582	18,198	$566,191,784	$598
Health Care & Social Assistance	62	104	3,950	$115,291,379	$561
Manufacturing	31	86	2,418	$93,563,059	$743
Retail Trade	44	202	1,760	$30,964,210	$338
Educational Services	61	39	1,686	$54,875,340	$625
Wholesale Trade	42	94	1,227	$54,808,920	$859
Public Administration	92	108	1,215	$39,782,015	$631
Construction	23	196	1,013	$45,278,366	$855
Accommodation & Food Services	72	102	957	$8,434,799	$169

Other Services, Ex. Public Admin	81	128	655	$14,515,714	$425
Transportation & Warehousing	48	106	614	$19,792,403	$619
Finance & Insurance	52	110	582	$22,194,145	$733
Arts, Entertainment, & Recreation	71	27	456	$9,402,895	$398
Agriculture, Forestry, Fishing & Hunting	11	74	440	$17,410,169	$757
Professional & Technical Services	54	74	409	$13,277,343	$628
Administrative & Waste Services	56	43	250	$6,995,948	$540
Information	51	30	170	$3,703,582	$418
Real Estate & Rental & Leasing	53	40	167	$2,925,549	$338
Utilities	22	12	133	$8,750,444	$1,266
Management of Companies	55	5	60	$2,426,834	$777
Mining	21	5	32	$1,798,670	$1,041
Source: DEED Quarterly Census of Employment & Wages (QCEW) program					

INFLUENCIAL DEMOGRAPHIC FACTORS

As identified in the Minnesota Transit Investment Plan completed in 2010, there are several key demographic contributors for transit dependency and these factors are detailed below.

Population Density

The population density in Region 6W is decreasing overall. Certainly, concentrations are higher in cities and are served by local public transit. Rural locations, outside of cities do present a challenge, as population densities are decreasing. It is difficult to provide transit in these very rural areas efficiently and economically. The challenge in this region is the low service numbers and the long distances that may be traveled for rides, not making for good economies of scale. See Appendix B for a map illustrating population density.

Households in Poverty

The number of households in poverty in Region 6W is wide and varied. The highest concentrations seem to be far western and north eastern Yellow Medicine County, western third of Swift County, eastern half of Lac qui Parle County and the cities of Benson, Ortonville and Montevideo. While the cities are served by citywide transit systems, the rural areas are underserved due to lack of availability of vehicles/drivers and poor economies of scale. See Appendix B for a map illustrating households in poverty.

Minority Populations

Minority populations in Region 6W are limited. The map reflects a higher density of minority population in Swift County than is accurate. The Prairie Correctional Facility, in Appleton did house a high percentage of minorities which were recorded in census records but is currently not operating. The minority population housed there did not use public transit either. A small increase of Hispanic population has been noted in the region and is widely dispersed. Smaller concentrations are located in Ortonville, Benson and Montevideo, where city-wide public transit are available. There is a large increase of Micronesians in the city of Milan. A public transit system is not available there. The Upper Sioux Community, located near Granite Falls is served by Prairie Five RIDES. They are also looking to develop their own transit system. See Appendix B for a map illustrating minority populations.

LEP Populations

The Limited English Proficiency (LEP) population parallels the minority populations' explanation above. Prairie Five RIDES does have literature in Spanish. See Appendix B for a map illustrating LEP populations.

Seniors

The entire Region 6W has a population of 65 and older that is 20% of total population, nearing 25% of total population in most communities. The aging population calls for a greater demand on transit systems. Seniors in cities have a higher likelihood of using public transit systems but again can be limited by availability due to other demands on transit systems. The region-wide transit system, Prairie Five RIDES is available but constrained by availability of vehicles and drivers. See Appendix B for a map illustrating the density of seniors 65+.

Zero-Vehicle Households

The Zero-vehicle households appear to have a concentration in the cities of Ortonville, Benson, and Montevideo. Each of these cities also has a higher concentration of elderly and low-income households. These communities also are served by several subsidized housing settings. These communities are served by city-wide transit systems. The concern may be if the zero-vehicle household is looking for accommodations to get to and from work, the hours of availability of transit may be limited and present a challenge. For those of a zero-vehicle household outside of these concentrated areas, the challenge is even greater, due limited vehicle and driver availability and poor economies of scale. See Appendix B for a map illustrating zero-vehicle households.

Distribution of Low Income Workers and Low Wage Jobs

In Appendix B the map shows the largest concentration of workers with monthly earnings of under $1,250 in eastern Lac qui Parle County and north-eastern Yellow Medicine County and in the cities of Montevideo and Benson. The highest density of jobs paying less than $1,250 per month is in the cities of Benson, Montevideo and Ortonville and in the same portions of counties that show the highest concentration of low income workers.

EXISTING TRANSIT SERVICE

The counties covered by this local plan include Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine (Region 6W) in west central Minnesota. The Upper Sioux Community is located in Yellow Medicine County but has no formal transportation system currently in place. Public and private transit is available in all five counties. There is one regional public transportation system, Prairie Five RIDES that provides service in all five counties (5311). Dial-a-ride service is available through the Prairie Five RIDES City systems in Appleton, Canby, Madison and Ortonville. Dial-a-ride services are also available in the cities of Benson, Dawson, Granite Falls and Montevideo through their Heartland Express systems. There is one 5310 system within the region – Main Street Industries, Inc., Clinton, Minnesota. Systems providing service in the region are all demand responsive systems. Some systems provide multi-county services while others operate within one county or one community of the region. In the appendix of this plan is a physical inventory of the public and private systems in the region and identifies service areas, service hours, fee structures and contacts for each system identified.

It is important to note the traditional public transit model cannot and does not effectively or efficiently serve the region. In order to meet the needs of the population and lower service

numbers the transportation network includes a less traditional and informal system combining public non-profit, private-for-profit and volunteer providers. The population base that needs or wants transportation services in the region is very diverse like everywhere in the state and requires a very diverse network to meet their needs. The challenge in this region is the low service numbers and the long distances that may be traveled for rides – better referred to as economies of scale.

Although there isn't a formal mechanism in place for coordination and cooperation a comprehensive approach to meet mobility needs is happening in the region and quite frankly done well, especially for people on public assistance programs. There are some formal interagency agreements in place but for the most part coordination and cooperation is done on an informal basis. The physical inventory is there. Tapping those vehicles and drivers to coordinate services is the challenge. Barriers do make this difficult to accomplish but not impossible to attain if regulations and rules were loosened providing some flexibility to the systems. However, facilitation of the process through some type of "mobility manager" or staff position would increase the probability of formalizing coordination and cooperation.

Key Destinations

The majority of basic transit destinations like retail shopping, groceries, schools, pharmacies, and healthcare facilities are located within the region's larger communities. Montevideo is the largest community in the region and has a larger variety of shopping and services. Benson, Granite Falls, Madison, Appleton, Canby, Dawson and Ortonville, and Montevideo all have hospitals, pharmacies, school buildings, grocery stores, and a variety of local shopping destinations

The 5311 transit systems do accommodate school age children which creates some scheduling challenges during after school hours and throughout the summer. Many parents rely on the systems to transport children to swimming lessons, summer recreation program, to and from daycare facilities and to other destinations in the community.

Other key destinations located outside of the region are in St. Cloud, Willmar, Sioux Falls, Fargo and the Twin Cities. The availability of transit for these locations is limited. Prairie Five RIDES does provide public demand responsive system of volunteer drivers and bus service.

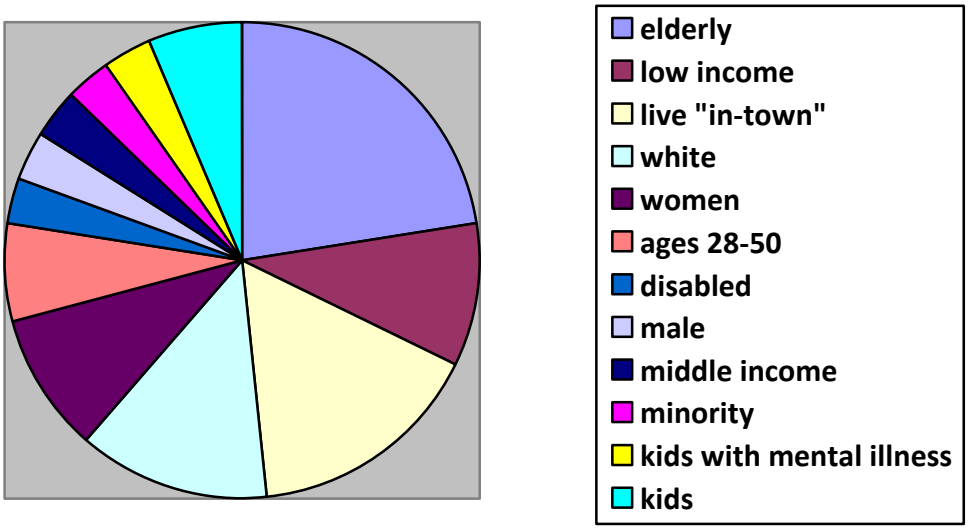
At the public meeting held in June 2011, meeting attendees spent some time discussing the destinations transit served the most and locations that were underserved.

Most Common Destinations Served	# of Similar Suggestions
Medical appointments	8
Shopping	5
Socializing/visiting friends	4
Work	3
Grocery Store	2
School	2
Kids ride to events/activities/home	1
Beauty Shop	1
Meal Site	1
Special schooling	1
Church	1
Family services/workforce center/education opportunities	1
Riding bus only in bad winter weather	1

Destinations that are Not Served or are Underserved	# of Similar Suggestions
Evening activities at school or in community	3
Out of state (Sioux Falls, Watertown, Fargo)	2
Movie in the evening or weekend	1
Out of town locations	1
Employer locations with multiple shifts	1
Work destinations outside of home community	1
Emergency room at night	1
Church	1
Education sites in other communities	1
Airport	1

Rider Characteristics

At the public workshop held in June 2011, attendees described the characteristics of the public transit system riders using the following attributes.



Transportation Provider Inventory

In the spring of 2011, the UMVRDC conducted a transportation provider inventory. The purpose of the inventory was to gather information from key stakeholders who either provide transportation services or purchase transportation services for the elderly, disabled and low-income population. It included information such as vehicle capacity, passenger eligibility requirements, and costs of providing each service.

We surveyed all 44 transportation providers in the region. Examples of those contacted include public transit providers, non-profit providers, and private for profit providers, school districts, etc. Of the 44 providers we surveyed 14 returned the questionnaire: 4 public, 3 DT&H, 3 healthcare, 2 private, 1 non-profit, and one veterans provider. Below is the analysis of transportation availability in this region based on these responses.

- 110 vehicles reported between the 14 reporting providers in our region.
  - 42 small buses <10 passengers
  - 28 minivans
  - 18 medium passenger buses (11-20 passengers)
  - 12 large heavy duty buses (20+ passengers)

    - 6 large buses (20+ passengers)
    - 4 sedans/station wagons
- Service Area
    - 2 providers served our entire 5-county/37 city region.
    - 6 reported serving only 1 community
    - 5 reported serving 2-4 communities
- Transit systems reported serving a variety of needs
    - 9 reported serving physical disabilities
    - 10 accommodated mental impairment
    - 6 accommodated children
    - 4 had escorts and or personal care attendants for passengers
    - 2 had interpreters available
    - 2 provided discounts for elderly or low income passengers
- Service type
    - 5 provided door to door
    - 4 provided curb to curb
    - 4 provided stop to stop
    - Only 1 reported door through door service
- Schedules
    - Service hours ranged from 5am to 10pm M-F.
    - 7 had fixed schedules.
    - Only 1 provided Saturday service.
    - Most had fixed route service.

Top 5 barriers identified by providers:

1. Limited service area boundaries
2. Billing and payment
3. Cost
4. Scheduling
5. Limited service hour schedule

The inventory does not include the numerous informal transportation providers and volunteer programs that exist within the region. A physical inventory of vehicles is the focus of the plan. Although the list may not be all-inclusive it does represent an earnest attempt under the time and resource constraints of this planning process. Specifically it identifies the transportation providers that are available to move the elderly, disabled and low-income populations of the region.

The transportation network in Region 6W includes a variety of providers and systems – city systems, a regional provider, program specific providers, specialized systems, and facility owned systems, commercial intercity systems, charter providers, as well as a regional volunteer driver program and other volunteer programs. There is one non-profit organization funded with Section 5310 federal funds for elderly and/or disabled person (Main Street Industries, Inc. – Clinton). Many nursing homes, assisted living facilities or group homes and other organizations in the region including churches have their own vehicles, some handicapped equipped. These vehicles are primarily used for group outings or recreational purposes and work trips. The physical inventory is available.

Prairie Five RIDES has a formal volunteer driver program to supplement their bus system that serves the entire region. It fills a huge gap in providing rides outside the five counties, low volume rides and serving the very frail. It is no surprise that volunteers are the consumer's choice of transportation. Other components of the informal network in the region are other volunteer drivers not part of a formal system; car-pooling; ride sharing;

family; friends and neighbors; and faith based programs. All are critical in transporting people in and outside the region and meeting our diverse mobility needs.

Included in Appendix C is an inventory of transportation service providers in Region 6W (Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties). They have been divided into four primary categories:

1. Public Non-profit (5311 systems)
2. Public Non-profit Program Specific
3. Private For-profit
4. Schools

In collecting this data we realized there are some basic realities surrounding the transportation network in the region impacting service. Some of these realities are:

- The inventory is fluid and undergoes changes constantly.
- If a provider has been missed no doubt they provide very minimal service within the region.
- Some providers are located within the region while others provide services in the region but are housed outside the five counties and serve larger service areas.
- Most public transportation systems are funded by local, state and/or federal funding sources.
- Of the nine public systems in the region eight are city systems bound geographically to the city limits for the most part.
- Most systems are not 24/7 systems. In fact the majority provide service Monday thru Friday with service hours roughly about 7:00 am to 5:00 pm.
- Most systems are demand responsive systems and have few if any fixed routes. There are some "quasi-fixed medical routes" for dialysis or regularly treated individuals such as cancer patients that are on going, episodic routes for a period of time.
- Schools "bite the bullet" and transport their own handicapped students to meet the letter of the law – some with their own systems and some contract services with charter bus services. Coordination of vehicles and drivers during down times still could be a viable option.
- The informal network is a critical component of the regional system. Getting our hands around this informal network is almost impossible and formalizing the network may just be its demise. Almost all agencies and service providers have their own list of volunteer drivers if the formal network is unable to meet their needs.
- Staff "step up to the plate" in serving clients and meeting needs at senior housing facilities, medical facilities, nursing homes, DACs, group homes, etc. in providing rides. "You do what you have to do."
- Prior authorization for reimbursement is required for many programs leaving customers hanging or not getting service in some cases for last minute, emergency and weekend rides.
- Some elderly, disabled and/or low-income clients can be a fickle group to serve making planned coordination very difficult at times. It is not uncommon for rides to be cancelled at the last moment making coordination very difficult.
- Many systems have remained virtually at flat funding since they were first funded with only 2% cost of living increases while the level of service has continued to grow.

- Cutting taxes and imposed mandates become HUGE barriers to getting the job done by making larger demands on the local level. Implications for rural Minnesota counties and communities with declining populations translate into cutting service.
- Coordination has its costs and should not be perceived as free.
- These five counties are very rural with low populations. Service numbers are not high. Resources are limited. Transporting miles can be long distances. None of these realities translate into less need.
- Providers feel we do a good job of providing transportation in the region especially to individuals on public assistance programs. Where things fall short is mostly in the unplanned or emergency trips and the near poverty clientele. The informal network becomes the backbone to the network to meet these rides. Formal systems prefer 24-hour notice and most are not 24/7 systems making these trips difficult to meet. More coordination may help alleviate some of the problems but will not be the total fix to this issue.
- Individuals living in the region accept doing without because of the rural nature of the region.
- Many facilities or organizations have been given or "gifted" vehicles but operating dollars and insurance regulations still remain an obstacle to usage and limits sharing or coordination of vehicles.
- Delivery of services and goods, the Internet, and catalogue services ease some of the transportation demands.
- Ambulance services and law enforcement have been used as a means of last resort for transporting individuals.
- Rural areas and some smaller cities are underserved in the region. Setting fixed routes of some regularity for these areas may be helpful.

REVIEW OF 2006 LOCAL HUMAN SERVICE TRANSIT COORDINATION PLAN

Another part of the assessment was the review of the 2006 Local Human Service Transit Coordination Plan by the transit steering committee to assess the status of the action steps outlined in that plan. The 2006 plan outlined five priority strategies for this region:

1. Create a local (regional) transportation coordination council (TCC) made up of transit providers and human service providers to encourage inter-agency coordination to improve the transportation network and its service within the region.

2. Identify ways that extended service hours could be implemented within the region.

3. Identify and seek solutions to barriers at the local level that stop coordination from happening and share with policy makers at all levels – local, state and federal.

4. Further implement and support volunteer driver programs as an intricate and vital part to the transportation network in our rural region.

5. Identify potential options to defray cost of trips and keeping transportation affordable for the consumer.

The plan outlined five overarching categories that when combined detail 14 individual strategies and 71 action steps. In 2011 the steering committee reviewed each action step to determine if any action was taken to implement them. The status of each action step is noted in the table below.

MAKING THINGS HAPPEN BY WORKING TOGETHER

Strategy #1: Create a local (regional) transportation coordination council (TCC) made up of transit providers and human service providers to encourage inter-agency coordination to improve the transportation network and its service within the region.

Action Steps	Action
1. Select membership and the lead agency to facilitate the TCC for Region 6W providers.	Some action taken
2. Determine role, mission and goals of the TCC using this transit – human service coordination plan as the foundation for moving forward.	Some action taken
3. Seek funding for TCC plan of action. Discuss the mobility management model of the state and feasibility of applying for funds for the region.	Some action taken
4. Move toward a seamless model of delivering transportation services within the region.	Some action taken

Strategy #2: Identify and seek solutions to barriers at the local level that stop coordination from happening and share with policy makers at all levels – local, state and federal.

Action Steps	Action
1 Additional assessment of the regional transportation network's needs and barriers.	Some action taken
2 Conduct planning sessions on barriers to coordination– whether perceived or reality. Seek assistance of MnDOT and DHS for clarification on regulations.	Some action taken
3 Tabulate list of barriers (i.e. liability regulations, insurance, service boundaries, program regulations) and share with policy makers at the federal, state, and local levels as applicable.	Some action taken
4 Work with state agencies (i.e. MnDOT, DOC and DHS) to establish a legislative work plan or agenda to deal with these barriers.	Some action taken
5 Look specifically at certification of Specialized Transportation Systems at possible different levels or types of certification and crossing geographical boundaries for service of transportation systems.	NO action taken

Strategy #3: Develop a coordinated system for delivery of transportation services in the region.

Action Steps	Action
1. Meet regularly to discuss options and foster cooperation and coordination.	Some action taken
2. Identify service gaps.	Some action taken
3. Discuss the pros and cons of a single point of access within the region.	Some action taken
4. Begin implementation of regional coordination strategies and support projects that fill gaps and provide choices.	Some action taken
5. Discuss coordination between systems beyond the region.	Some action taken
6. Conduct marketing and awareness campaign.	Some action taken
7. Explore use of technology-based tools that would enhance the regional transportation system (i.e. software, GPS systems, mobile data computers, Fare Media).	Some action taken

TAKING STOCK IN COMMUNITY NEEDS AND MOVING FORWARD

Strategy #1: Prioritize rides or target service in the event funding is not adequate and needs to be cut back.

Action Steps	Action
1. Canvass providers and customers.	Some action taken
2. Establish service priorities.	NO action taken
3. Identify alternatives.	Some action taken
4. Maintain a resource list.	Some action taken

Strategy #2: Identify ways that extended service hours could be implemented within the region.

Action Steps	Action
1. Identifying non-traditional service programs that currently exist within the region.	NO action taken
2. Develop a list of potential providers and increase awareness.	Some action taken
3. Consider memorandums of agreement or contracts to provide extended service outside of current scope.	Some action taken
4. Seek funding - private and public.	Some action taken
5. Consider development of volunteer/informal networks or programs to meet the needs. Encourage projects that address this need.	Some action taken

Strategy #3: Continue to assess community needs.

Action Steps	Action
1. Seek on-going feedback of customers and communities (i.e. random on-board or telephone surveys).	Some action taken
2. Conduct forums for community input.	Some action taken
3. Work with civic organizations, faith based communities, the corporate or businesses community and city government.	Some action taken
4. Seek solutions at the same time as identifying needs.	Some action taken
5. Prioritize the needs and decide what feasibly the network can address.	Some action taken

PUTTING THE CUSTOMER FIRST

Strategy #1: Further implement and support volunteer driver programs as an intricate and vital part to the transportation network in our rural region.

Action Steps	Action
1. Support the development and utilization of volunteer drivers and volunteer programs.	Some action taken
2. Seek corporate or business sponsorship.	NO action taken
3. Focus volunteer service in smaller underserved areas of the region.	Some action taken
4. Seek ways to coordinate resources – physical inventory and volunteers between programs.	Some action taken
5. Acknowledge/recognize volunteers as a valued asset.	Some action taken

Strategy #2: Increase utilization by providing passenger assistants, escorts and/or "first time helpers" to ease first time or infrequent users fear of the unknown or how to use the current systems.	
Action Steps	Action
1. Consider the development of volunteer programs to fill this customer service gap.	Action taken
2. Work with service providers to identify where responsibility lies with this issue. Clearly define and agree on parameters.	Some action taken
3. Market to family members, neighbors and service providers to encourage use (i.e. vouchers, gift certificate).	Some action taken
4. Promote the use of transportation services as being user friendly, easy to use, and cost effective – "the right thing to do".	Action taken
Strategy #3: Market services to dispel misconceptions, identify what is available, and how to use systems.	
Action Steps	Action
1. Identify the issues/misconceptions consumers have with the service.	Action taken
2. Develop strategies to address the issues.	Some action taken
3. Conduct education and awareness marketing campaign promoting the available transportation system and their use as being user friendly, easy to use and cost effective (i.e. directories, magnets, phone numbers, ads, gift certificates, promotions, flyers).	Some action taken
4. Work to improve sources of information available through other sources than the regional stakeholders (i.e. websites, databases and phone directories).	Some action taken
5. Document increased utilization of transportation following marketing efforts.	Some action taken

ADAPTING FUNDING FOR GREATER MOBILITY

Strategy #1: Provide more employer incentives or subsidies to cost-share rides or develop ride share programs for the workforce.	
Action Steps	Action
1. Assess the business community – what do they do, do they perceive a need, what are feasible options and who could they partner with.	Some action taken
2. Identify the benefits to employer and employee as a win-win effort.	Some action taken
3. Educate the business community on best practices and brainstorm new ideas.	Some action taken
4. Provide TA and support to projects addressing workforce transportation issues.	Some action taken
5. Encourage increased coordination within the business communities to work together.	Some action taken
6. Encourage policy makers to develop incentives for transportation of their workforce.	Some action taken
Strategy #2: Identify potential options to defray cost of trips and keeping transportation affordable for the consumer.	
Action Steps	Action
1. Develop potential options (i.e. sliding fee scale, vouchers, ride share) to assist low-income or near poverty population.	Some action taken

2. Encourage sponsorships.	Some action taken
3. Consider bartering of services between providers (i.e. trade volunteer/drivers hours for cost of trip).	Some action taken
4. Increase levels of service – economies of scale.	NO action taken
5. Encourage efficiencies in operating costs (i.e. smaller vehicles, use of renewable fuels, coordination, volunteers).	Action taken
6. Encourage increased coordination to cut costs.	Action taken

MOVING PEOPLE EFFICIENTLY

Strategy #1: Advocate that MnDOT fund alternative vehicles that are more fuel-efficient and are low-passenger size (vans, mini-vans, cars) rather than only cutaway vehicles.

Action Steps	Action
1. Encourage/endorse downsizing of vehicles to correspond to need.	Action taken
2. Support flexibility of funding for smaller vehicles.	Some action taken
3. Explore new technologies as they are developed and research best practices in vehicle efficiencies.	Some action taken
4. Advocate for development and use of more fuel-efficient vehicles.	Some action taken
5. Encourage more flexibility in regulations to facilitate more efficient vehicle capital purchases and use.	Some action taken

Strategy #2: Encourage all funding sources to convert to electronic billing.

Action Steps	Action
1. Identify who is not using electronic billing and why.	Some action taken
2. Identify the components and costs associated for electronic billing.	Some action taken
3. Provide technical assistance to implement electronic billing.	Some action taken
4. Seek funding to assist with implementation.	Some action taken

Strategy #3: Identify "true costs" of systems for equity in funding and reimbursement.

Action Steps	Action
1. Create a more uniform reporting system, comparing apples to apples, etc. to identify true costs.	Some action taken
2. Advocate for more equality in funding and equity in reimbursement by working with state agencies and funding sources.	Some action taken
3. Work toward the development of level playing fields between systems – the perception is that there is disparity between the public and private systems.	Some action taken
4. Coordination is difficult when players do not feel they are equals.	Some action taken
5. Work with third party payers (i.e. Blue, U-Care, etc) to identify the issues and clarify reality.	Some action taken

Upon review of the 2006 strategies and action steps the steering committee made recommendations to no longer pursue the following actions:

- Look into specialized transportation systems at different levels and certifications and crossing service boundaries.
- Establishing service priorities
- Identifying non-traditional service programs that exist in region to extend service hours.
- Seek private sponsors to fund volunteer driver programs.

- Increase levels of service to see if a larger scale would keep costs down.

Overall they determined the following action was taken in the region:

- Considered the development of volunteer passenger assistance programs to fill the customer service gap.
- Promoted transportation services as easier to use because of passenger assistants.
- Worked to identify misconceptions consumers have about transit in the region.
- To try keep costs down, systems reviewed using smaller vehicles, alternative fuels and volunteers.
- Encouraging coordination between providers.
- Encouraged MnDOT to consider funding/endorsing alternative and smaller vehicles.

SUMMARY OF EXISTING CONDITIONS AND NEEDS

The final component of this assessment is a stakeholder generated list of strengths and weaknesses of the current transit structure in the region. At the public meeting in June 2011, participants worked in small and large groups to identify strengths and weaknesses. With those items in mind the attendees developed a prioritized list of project recommendations

2011 Weaknesses

Hours of service/scheduling

- Doesn't provide service for weekend and evening activities
- No evening options
- Not operating on evening and weekends
- Lack of extended hours for non-medical rides
- Very little weekend rides
- Scheduling for specific times on a regular basis
- Last minute service to areas where transportation service is not currently provided
- Larger employers with shift work scheduling
- Regular routes between towns

Destinations

- Hard to get to airport and back
- Does not go where needed to go
- No afterschool service
- Buses don't reach rural customers
- Lack of transit in upper Big Stone County
- Rides outside of town

Rules

- Rules are barriers: volunteers must be available to serve all customers and can't choose a sub-population to serve
- There is a need for escorts for children for special purposes
- Lack of recognition that rural areas have different issues than urban ones
- No-load miles reimbursement

Coordination

- Lack of coordination between providers, multiple small entities all have vehicles
- Working with other providers is difficult

Other

- Lack of marketing about cost, where you can and can't go and what is the process to get a ride
- Cost of services for private pay persons (professional medical vans)
- Accessibility for those with disabilities- need more wheelchair tie downs than currently available.

2011 Strengths

Hours

- Daytime routes in town
- Those who have appointments during 9-5 are served well
- Demand responsive
- There is service to most people for 9-5 appointments
- Timely response to ride requests
- Medical appointments needs

Political Support

- Good financial and political support from all cities and counties
- Sen. Franken "Rides Bill"

Coordination

- Prairie 5 is easy to work with in setting up rides
- Working with Human Services to provide needed rides
- Public assistance clients have access to Prairie % Rides to most medical appointments
- Providers know who to call to assist clients in getting rides

Funding

- MnDOT reimburses for some vehicle costs for elderly and disabled
- $850,000 in federal funds accessed for rides in 2010
- Area Agency on Aging Title III funds help pay for elderly rides

Other

- Safe
- Disabled/vets/low income are served well
- Inexpensive
- Volunteerism is strong and hopefully will grow with retirement of boomer generation
- Allows people to stay in their homes longer and stay independent
- We have a transit system that covers the five- county region
- We have transit

STRATEGY AND PROJECT IDENTIFICATION

PROCESS AND RECEOMMENDED PROJECTS

Priority strategies in this plan were identified at the June 2011 public meeting. Attendees spent time reviewing prior strategies and actions set forth in the 2006 plan and reviewing the categories provided by MnDOT:

- Coordinate and Consolidate Transportation Services and Resources
    - These strategies recognize that budgets are shrinking, and all agencies should be investigating ways to save money by sharing resources. Coordination and consolidation allows agencies to focus on their key mission, while allowing ancillary issues like transportation or billing to be handled by outside experts. In addition, they can allow agencies to access technologies and services they could not afford on their own.
- Mobility Strategies
    - In general, mobility strategies are directed toward the needs of individual customers.
- Communication, Training and Organizational Support.
    - These focus education and outreach efforts.

Attendees then spent time brainstorming projects that met the identified gaps in the region and identified how they supported one or more of the strategies. A worksheet was completed in small group settings that identified these specific projects and who would need to be involved to implement them. The last activity of the day involved prioritizing the identified projects. The most common coordination strategies identified at the meeting are listed below. A full list of the specific project ideas can be found in Appendix D.

Strategy	Key Elements	Benefits
Coordinate and Consolidate Transportation Services and Resources		
Allow joint purchasing	Coordinate purchases such as vehicle maintenance, insurance, driver training and substance abuse testing	Reduces costs by "buying in bulk;" increases consistency across organizations
Contract between agencies	Allow providers with excess capacity to "sell" rides to other organizations, which are reserved for their clients	Improves service productivity and cost-effectiveness
Coordinate dispatch	Create centralized call center and share trip dispatch under single entity within an organization. Buy software that incorporates reservation and scheduling capabilities and/or uses vehicle location information	Improves program access; creates cost-efficiencies; maximizes ridesharing; removes obstacles to providing same day, shared ride service; potential to reduce costs and increase productivity
Coordinate volunteer driver training	Merge volunteer driver training across programs	Volunteer drivers are qualified to drive clients of more than one program
Coordinate agency schedules	Coordinate connections between transit services. Coordinate transit service hours with health services, social services, and employment schedules	Improves program access, could result in cost-efficiencies by grouping rides from similar origin/destination locations

Strategy	Key Elements	Benefits
Mobility Strategies		
Improve service convenience	Improve/expand service hours, geographic coverage, driver assistance, same-day service, inter-city services, etc. Purchase additional vehicles. Use software that matches service information with data to maximize service design and enhance productivity	Enhances travel and service options; increase services productivity and frees resources for service expansion
Establish/enhance volunteer driver programs	Develop/incorporate volunteer driver program to deliver services	Low cost strategy to increase service, community involvement
Communication, Training and Organizational Support		
Convene regional coordination body	Convene transportation providers and human services agencies to discuss on-going coordination needs within each region	Designated body can oversee implementation of identified coordination efforts. Could initiate studies such as identifying and tracking transportation spending within region to promote understanding of dollar trail
Educate public of transportation options	Marketing and education to teach consumers about their transportation options	Increased ridership, could target culturally specific groups
Educate regional professionals of transportation options	Education of human service professionals of the whole spectrum of transportation options available to clients	More cost-effective and efficient recommendations to clients

ADOPTION AND APPROVAL OF PLAN

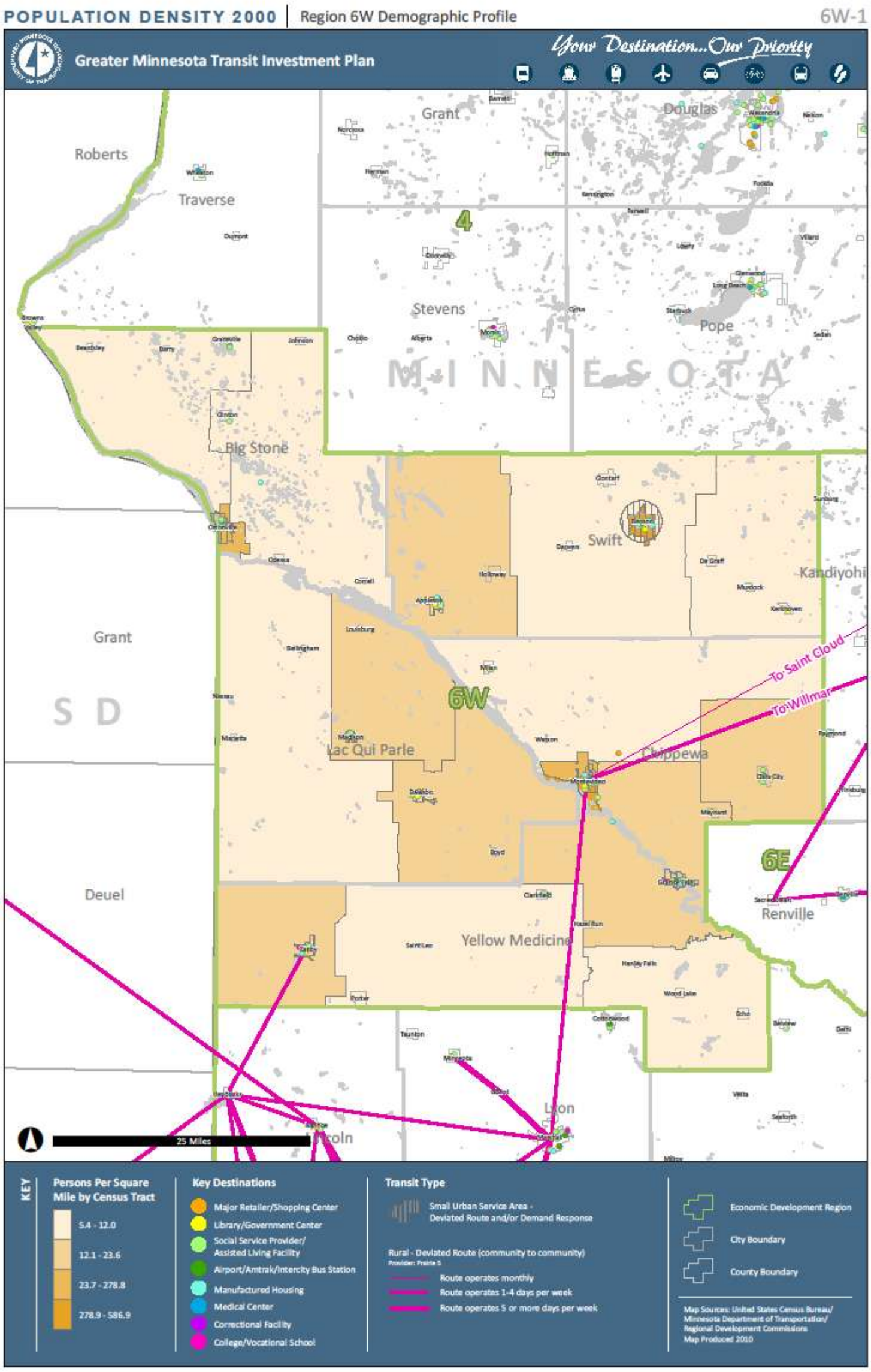
A public meeting was the last step prior to the adoption of the local plan. Public notice of the meeting was put in the newspaper encouraging public participation. The public could testify at this meeting or provide written comment prior to the meeting. It was held as part of the UMVRDC's _____ monthly meeting. At the close of the public meeting the UMVRDC took action on the Plan to adopt for submittal to MnDOT.

APPENDIX A – Public Workshop Participants

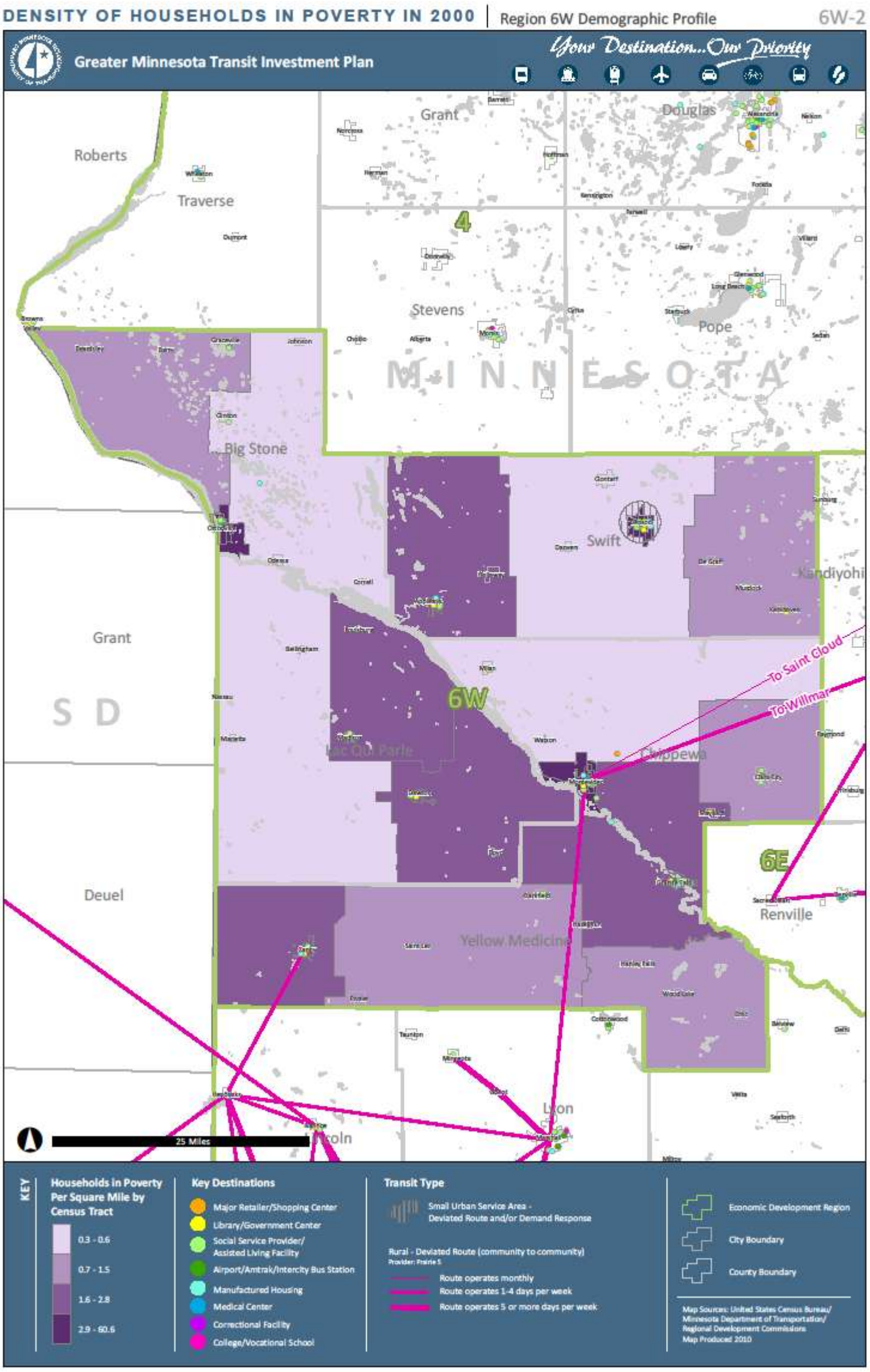
UMVRDC Public Transit Coordination Plan Public Meeting- June 8, 2011	
Sherry Jipson	Essential Health- Graceville
Peg Heglund	Yellow Medicine County Family Services
Cathy Schaub	Granite Falls Living at Home Block Nurse
Kate Selseth	MN River Area Agency on Aging
Gwen Bowler	Chippewa Enterprises Inc.
Julie Dammann	SW MN Private Industry Council
Harold Solemn	Lac qui Parle County Commissioner/ Prairie Five CAC Board Member/UMVRDC Board Member
Bob Ries	MN Department of Human Services
Ted Nelson	Prairie Five Rides

APPENDIX B – Transit Services, Transit Dependent Populations, and Key Destinations

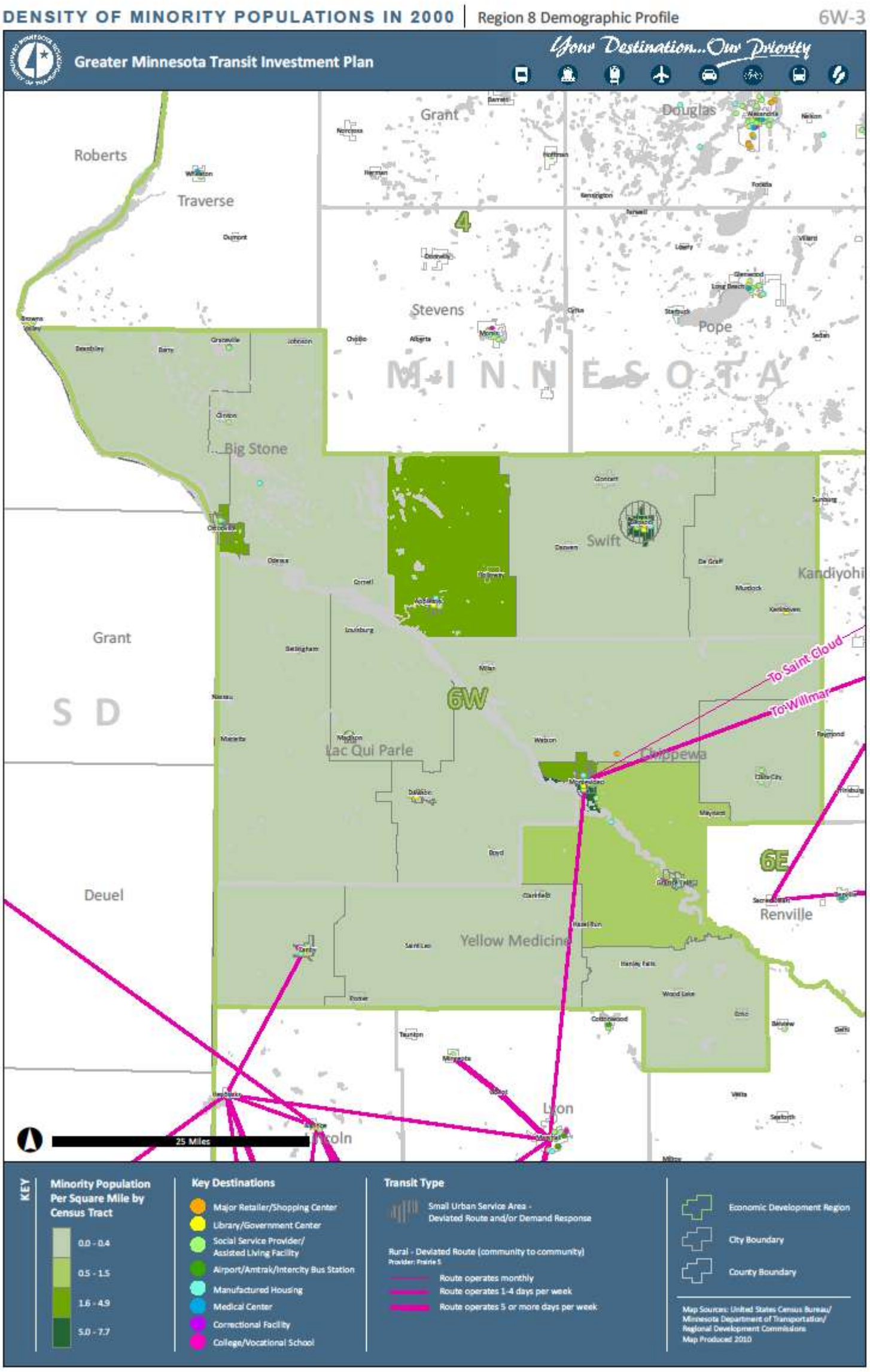
Population Density



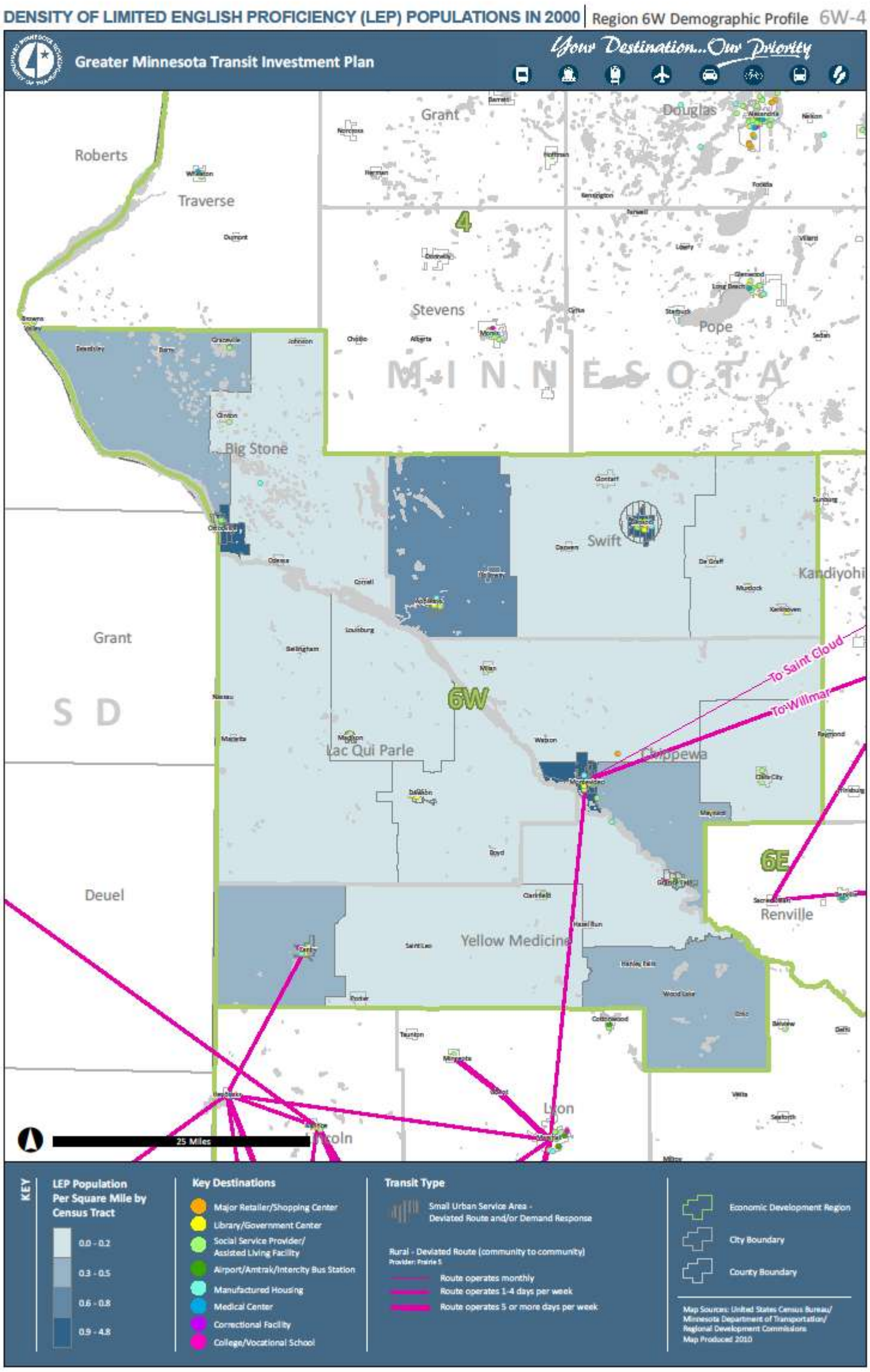
Density of Households in Poverty



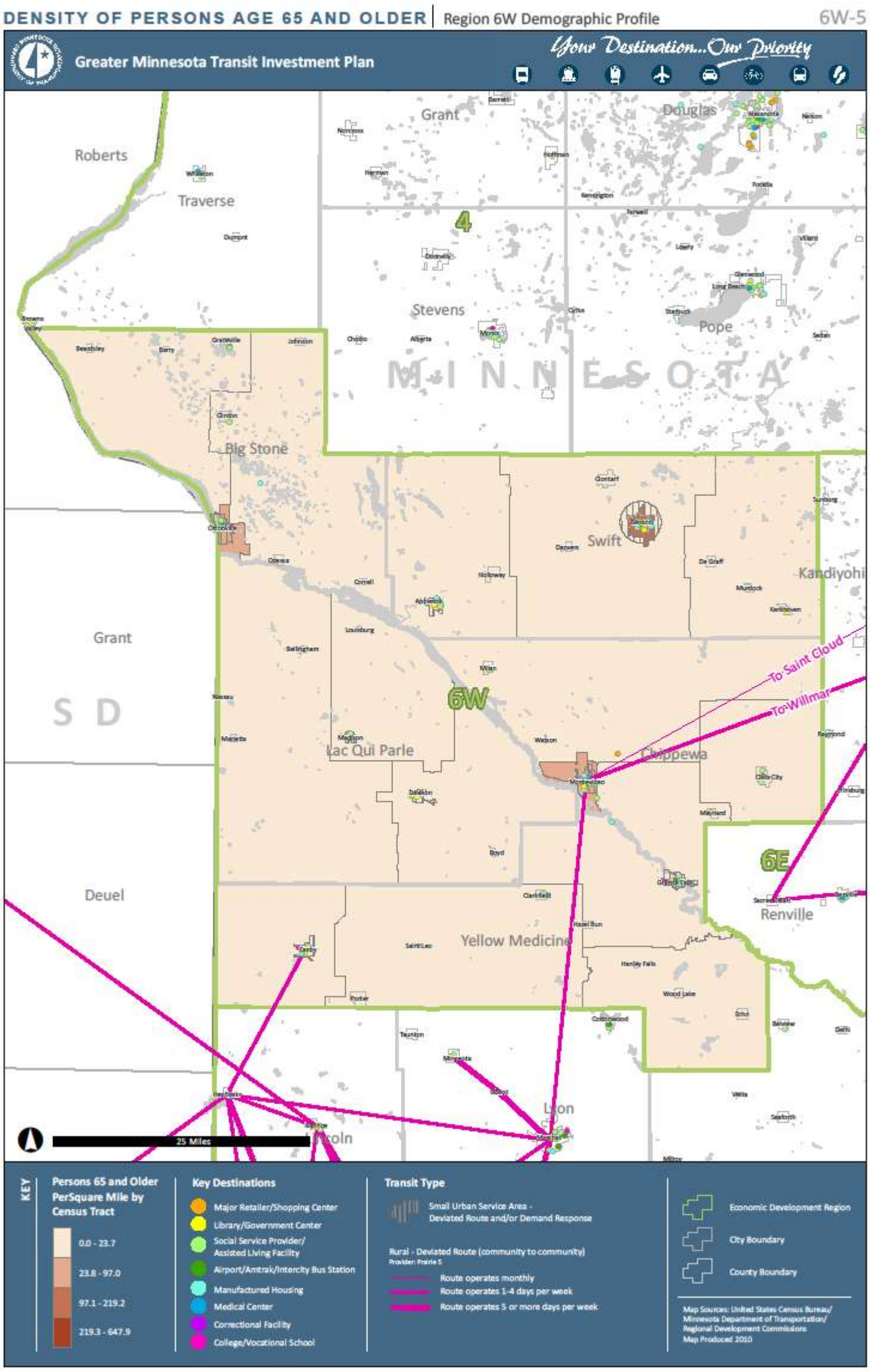
Density of Minority Populations



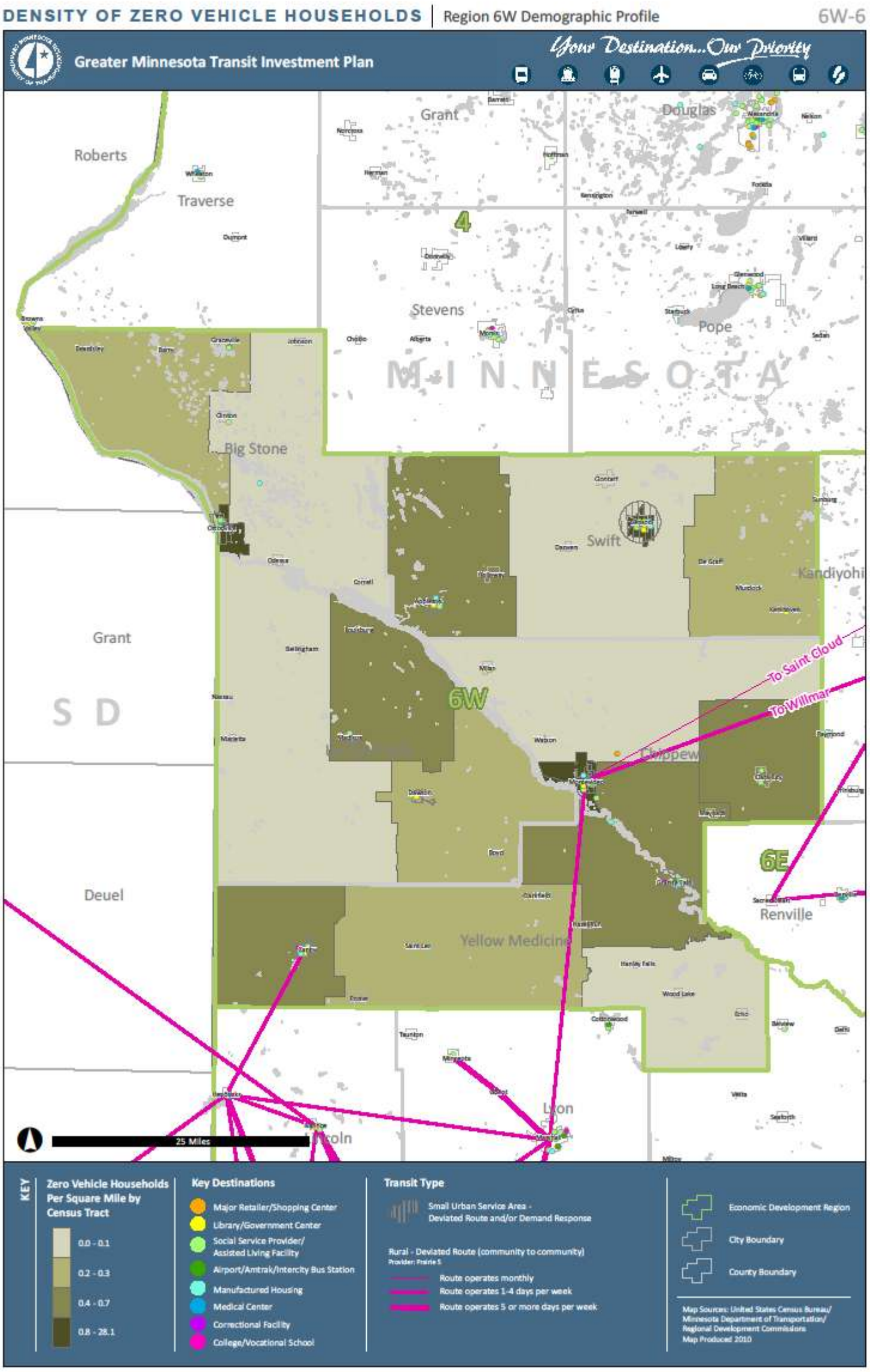
Density of Limited English Proficiency Populations



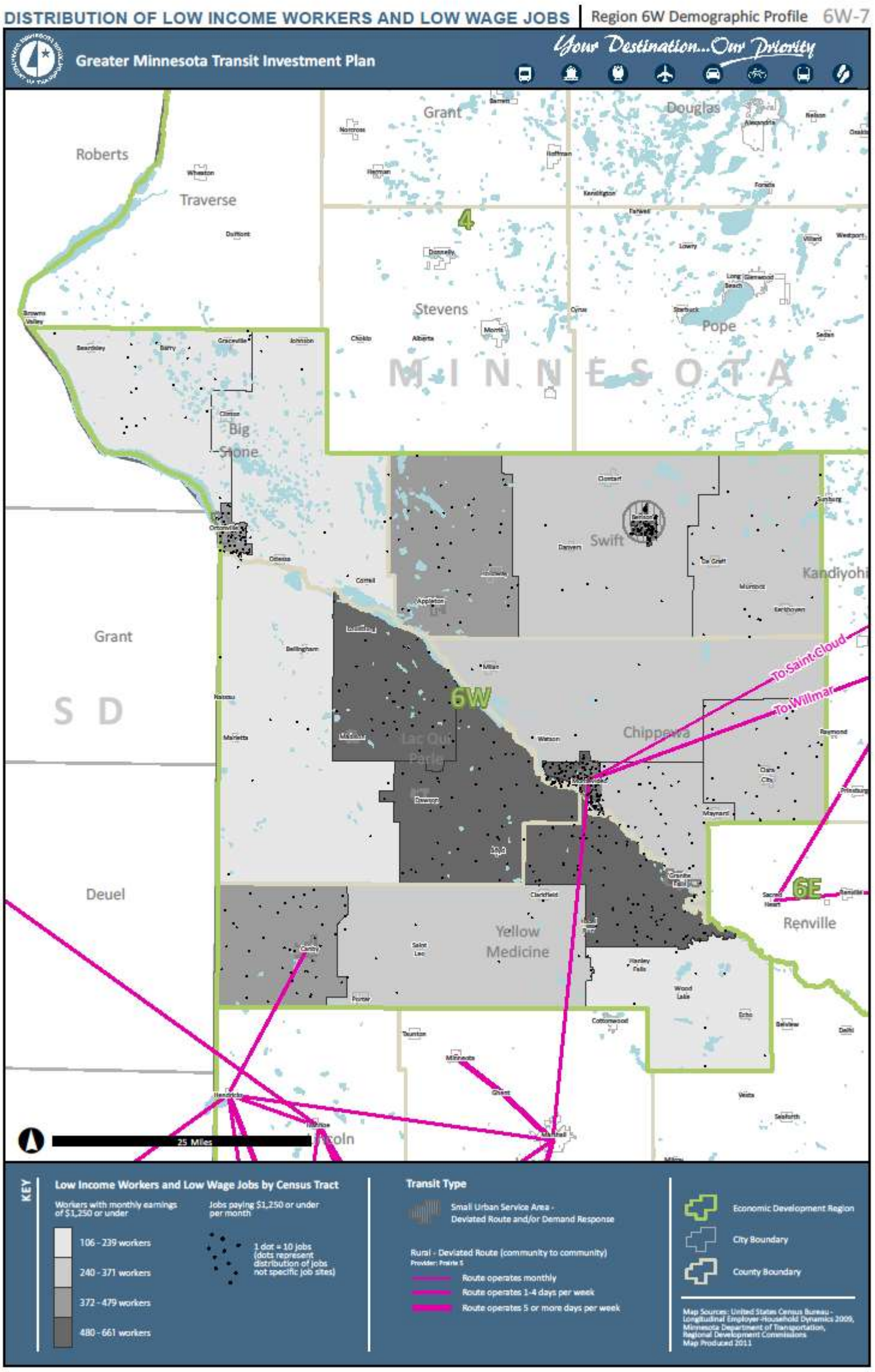
Density of Persons age 65 and Older



Density of Zero Vehicle Households



Distribution of Low Income Workers and Low Wage Jobs



APPENDIX C - Transportation Provider Directory

Disclaimer: Information has been drawn from a variety of sources. While every effort has been made to ensure this information is accurate and up-to-date, we do not guarantee the information.

Transportation Providers in the UMVRDC Region											
PROVIDER	FUNDING SOURCES	ADDRESS	PHONE	SERVICE AREA	SERVICE HOURS	TYPE OF SERVICE	FLEET	H/A*	ELIGIBILITY	SCHEDULING	FARES*
PUBLIC NON-PROFIT (5311 SYSTEMS)											
Prairie Five RIDES Regional System	Section 5311, MnDOT, Title III OAA, Counties, Cities, Passenger Fares Contracts	7 & Washington PO Box 159 Montevideo, MN 56265	877-757-4337 320-269-8727	Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties; Twin Cities; Marshall; Willmar; St. Cloud; Moorhead; Drivers can drive to all areas of the state and some North and South Dakota locations	M-Sat: 6:00am – 6:00 pm M-F Dispatch: 7:00am – 6:00 pm	Public demand responsive system of volunteer drivers and bus service; contracted rides Passenger assistants (escorts) available upon request	5 regional buses: 14 – 20 passenger capacity 1 Mini-van – 3 capacity	Yes – 5 buses (2 wheel-chair capacity in each)	All Ages	24 hour advance reservation preferred	Adults: $.20/mi Children: $.15/mi
Prairie Five RIDES City Systems	Section 5311, MnDOT, Cities, Passenger Fares	7 & Washington PO Box 159 Montevideo, MN 56265	289-1010 223-5222 598-3900 839-2050	City of Appleton City of Canby Madison Ortonville	M-F, 7:00 am – 5:00 pm M-F, 7:00 am – 5:00 pm M-F, 7:15 am – 4:30 pm M-F, 7:00 am - 5:00 pm	Dial-A –Ride public demand responsive system;	4 City Buses – all 20 passenger capacity	Yes – 2 wheel-chair capacity in all 4	All ages	Call for ride	One-way fare $1; city monthly pass $25; tokens $5 for 6 tokens; youth punch card $12 (20 punches); general public punch card $13 (16 punches); senior punch card $8 (16 punches); youth summer pass $35
Benson Heartland Express	Section 5311, MnDOT, Cities, Passenger Fares	1410 Kansas Ave Benson, MN 56215	320-843-4293	Within two miles of Benson city limits	M-F: 7:00 am – 5:00 pm Saturday: 8:00 am – 12:00 pm Sunday: 8:00 am – 12:00 pm	Dial-A Ride demand responsive system	3 - 20 capacity buses	Yes – 6 wheel-chair capacity and lift	All ages	Call for ride	$1.00 one way trip
Dawson Heartland Express	Section 5311, MnDOT, Cities, Passenger Fares	Box 552 675 Chestnut Dawson, MN 56232	320-769-2154	City of Dawson	Spring/Fall/Winter: M-F, 7:30 am – 4:30 pm Summer: M-F, 8:30 am to 3:30 pm	Curb to curb dial-a ride demand responsive system (dispatching on board)	1 Active – 1 backup – 18 passenger capacity	Yes - 2 wheel-chair capacity	All ages	Call for ride	Base fare $2.00/trip; monthly passes $25 (regular); students and seniors $20; tokens 10 for $15

Granite Falls Heartland Express	Section 5311, MnDOT, Cities, Passenger Fares	885 Prentice St Granite Falls, MN 56241	320-564-3011	City of Granite Falls	M-F: 6:30 am – 5:30 pm Sunday: 7:15 am – 12:15 pm (Church only trips)	Door to door dial-a-ride demand responsive system	1 – 20 capacity	Yes 1 wheelchair and ramp	All ages	Call for ride	Monthly Passes: Youth - $20 Adult - $25 Senior - $20 Student Summer - $30 20-ride Ticket: $28 One-way trip: $1.50 Sundays: FREE
Montevideo Heartland Express	Section 5311, MnDOT, Cities, Passenger Fares	625 Gravel Road Montevideo, MN 56265	320-269-7926	City of Montevideo	M-F: 5:30 am – 4:00 pm	Dial-a-ride demand responsive system and a fixed route commuter system	1	Yes	All ages	Call for ride	$1.50 one-way trip
PUBLIC NON-PROFIT PROGRAM SPECIFIC											
COUNTY DAY TRAINING AND HABILITATION CENTERS (DT&H):											
Main Street Industries (Active 5310)		93 Main St Box 321 Clinton, MN 56225	320-325-5251	Big Stone County and Browns Valley	M-F; 7:45 am – 2:45 pm	To/from worksite and home; to/from worksite to community job sites	2 Vans – 12 Capacity 1 Bus – 16 Capacity	Yes – 4 tie-downs; ramp on bus	Clients enrolled in the program only CDL requires the nursing home can use	Pre-arranged	N/A
Swift County		2105 Minnesota Av Benson, MN 56215	320-843-4201	Swift County	M-F: 8:00 am – 3:30 pm	To/from worksite and home Appointments w/family services	3 mini-vans - 15 capacity (3 routes)	Yes - 1	Clients enrolled in the program	Pre-arranged	$20-50/day 6.99/ride
Chippewa County		Box 362 Montevideo, MN 56265	320-269-6134	Chippewa County Cities of Dawson, Clara City, and Montevideo	M-F: 8:30 am – 2:30 pm	To/from worksite and home	3 Vans	No	Clients enrolled in the program – 18+	Pre-arranged	N/A
Yellow Medicine County		County Rd 3 PO Box 154 Canby, MN 56220	507-223-7900	30 mile radius of Canby	M-F: 8:00 am – 3:00 pm	To/from worksite and home	3 - 15 capacity vans; 3 minivans; 1 mid-size van	Yes – 1 only (mid-size van)	Clients enrolled in the program	Pre-arranged	N/A
NURSING HOMES:											
Granite Falls Manor	Facility budgeted; sponsors	345 10th Av Granite Falls, MN 56241	320-564-6246	N/A	N/A	Outings (locally) and medical appointments	1 Bus – 16 capacity	Yes - 3 wheel-chair capacity; ramp	Residents of facility	N/A	N/A
Clarkfield Care Center	Facility budgeted; sponsors	805 5th St Clarkfield, MN 56223	320-669-7561	N/A	N/A	Outings	1 Bus Age: 1979-80	Yes	Residents only	N/A	N/A
Clinton Care Center	Facility budgeted; sponsors	PO Box 379 Clinton, MN 56255	320-325-5414	N/A	N/A	Outings and medical appointments	1 Bus Age: 1979	Yes	Residents only	N/A	N/A
Clara City Care Center	Facility budgeted; sponsors	PO Box 797 Clara City, MN 56222	320/847-2221	N/A	N/A	Outings and medical appointments	1 Bus Age: ?	Yes	Residents only	N/A	N/A

Luther Haven	Facility budgeted; sponsors	1109 E Hwy 7 Montevideo, MN 56265	320-269-6517	N/A	N/A	Outings only	1 Bus	Yes	Residents only	N/A	N/A
VETERANS SERVICES:											
Swift County	Veterans administra-tion; passenger donations	301 14th St Benson, MN 56215	320-842-5271	Volunteer Drivers for medical appointments:	Odd-numbered days – St. Cloud and even-numbered days - Minneapolis	Demand responsive system	Mini-van	No	Swift County veterans; spouse can ride if room (pay fare); will coordinate rides with other counties	Call with scheduled appointment in advance	$15/trip or donation
Chippewa County	Veterans administra-tion; passenger donations	629 N 11 St Montevideo, MN 56265	320-269-6419	Paid drivers for only medical appointments to VA hospitals and clinics	Odd-numbered days to Minneapolis; even numbered Wednesdays to St. Cloud	Demand responsive system	Bus – 16 capacity or county car with low numbers	No	Chippewa & Lac qui Parle County veterans; spouse can ride if room (pay fare); coordinate with other counties	Call with appointment one week prior; day before call for departure time; spouse can escort – pay fee	$15/trip for Lac qui Parle & Chippewa veterans; other counties pay $20
Yellow Medicine County	Veterans administra-tion; passenger donations	415 9th Av Suite 104 Granite Falls, MN 56241	320-564-3134	Volunteer drivers for medical appointments to VA hospitals & clinics	Tuesdays one week and Thursday the next to Minneapolis; first Wednesday of month to St. Cloud; and last Wednesday of month to Sioux Falls	Demand responsive system	Mini-van – 6 capacity	No	Yellow Medicine veterans – spouses can ride if room (pay fare); coordinate with other counties	Call with scheduled appointment in advance	$20/trip
PRIVATE FOR PROFIT PROVIDERS											
PRIVATE SERVICE PROGRAMS											
Heartland Girls Ranch	County contracts; donations	185 Hwy 9 NE Benson, MN 56215	320-843-4815	Statewide – all counties	24/7 – any time	Transportation for clients	2 Sedan wagons 2 Vans 1 Medium Bus	No	Groups living at the group home	N/A	N/A
COMMERICAL BUS, LIMOUSINE AND TAXI											
Greyhound Bus Service	Passenger fares	Tri County Coop 1297 Granite St Granite Falls, MN 56241	320-564-2525	City Stop Ticket Counter	Subject to change. Call to verify.	Coach bus service	N/A	No	All ages	Call ticket counters – use phone numbers	Based on destination determined
	Passenger fares	KWIK & EZY Hwy 23 & Main St Clara City, MN 56222	320-847-3567	City Stop	Subject to change. Call to verify. Purchase 10 days prior.	Coach bus service	N/A	No	All ages	Call ticket counters – use phone numbers	Destination determined
Jefferson Bus Lines	Passenger fares	Tri County Coop 1297 Granite St Granite Falls, MN 56241	320-564-2525	City Stop Ticket Counter	Subject to change. Call to verify.	Passenger & package coach bus service		No	All Ages	Call ticket counters – use phone numbers	Destination determined

Gold Star Limousine & Van	Passenger fares	PO Box 330 New London, MN 56273	888-354-2414	Statewide Service	24/7 Dispatching 8:00 am – 5:00 pm	All types of transportation	2 Limos 5 vans – Bus –24 passenger	Yes – 24 passenger bus – ramp	All ages	Call in advance	Based on destination hour and/or mile
Living Life Limousine	Passenger fares	321 S 1st S Montevideo, MN 56265	320-269-8075 or 320-841-0649	100 mile radius of Montevideo	Flexible	Primarily luxury limo service; some airport shuttle service	2 Limo cars (10 passenger)	No	All ages	Advance notice – 2 weeks preferred	$65/hour
Starlight Limousine of Graceville	Passenger fares	7558 Co. Hwy 2 Graceville, MN 5624057226	320-748-7123	100 mile radius of Morris	24/7 – Subject to scheduling	All types of transportation	1 – 10 passenger	No	All ages	Advance notice – 1 day	$150 for first two hours $50/hour after that
Fantasy Limo	Passenger fares	PO Box 1024 Clear Lake, SD 57226	605-874-2646	Primarily SD – will serve western edge of MN	Flexible	Luxury limo service primarily	6 – Limo buses 6 – Limo cars 1 – SUV	No	All ages	Advance registration – 2 weeks preferred	Varies based on destination and type of service
Montevideo Taxi Service	Passenger fares	Montevideo, MN 56265	320-269-8040								
SPECIALIZED TRANSPORTATION SYSTEMS											
People's Express, Inc.	Prepaid health plans and Medicaid clients; private pay fares	15578 Shady Acres Drive Wadena, MN 564825-6502	218-631-2909	Central MN, including western half of MN; Out of state in ND, SD and Iowa	Flexible (24/7)	Primarily medical; occasional social and business trips	40 Mini-vans	Yes	All ages	Call for ride – prefer 24 hour notice	Varies – basic costs: weekdays $20+1.70 ambulatory and wheelchair; $60+$2.60 stretcher with attendant; $15 additional

Lakes Medi-Van	Prepaid health plans and Medicaid clients; private pay fares	Detroit Lakes, MN 56502	218-846-7377 or 800-422-0976	State of MN depending upon availability of driver and efficiency of request	Office Hours: 8:00 am – 5:00 pm; Flexible (24/7)	Primarily medical; transport elderly and persons with physical and mental disabilities	130 Vans	Yes	All ages	Prefer 24 hour notice, will try to accommodate other calls	Varies – basic costs: $23+$1.90 per loaded mile round trip/$23+$2.90 per loaded mile 1-way for wheelchair and ambulatory; $60+$2.90 per loaded mile stretcher, add charges for non-medical trips, $14 for additional personnel
Care Cab	Prepaid health plans and Medicaid clients; private pay fares	2600 7th St N St. Cloud, MN 56301	800-535-7190	Central MN, regional hubs in St. Cloud, Metro and Willmar	St. Cloud 24/7 with use of taxi service, elsewhere availability depending on driver	Primarily medical; transport elderly, disabled; some social trips	Vans and taxis	Yes	All ages	Prefer advance registration – will accommodate the best they can due to driver availability	Varies – basic costs: Public assistance - $12+1.80 ambulatory, $20+1.80 wheelchair, $60+$240 stretcher; private pay: $11.50+$1.30 ambulatory, $17+$1.35 wheelchair
Espeland Van Service	Prepaid health plans and Medicaid clients; private pay fares	PO Box 24 Winnebago, MN 56098	800-448-7433	South Central MN – Chippewa	M- F: 8:00 am – 5:00 pm; flexible	Primarily medical - medical discharge transportation from metro to rural	34 vans Two lift vans Charter Bus	Yes – all the vans	All ages	Prefer advance registration	Varies – basic costs: $20 pick up fee one way; $40 pick up fee round trip plus $2.60 per mile. Stretcher transportation is $60 pick up fee plus $2.60 per mile. Please call for current rates.
Wheelchair Express	Prepaid health plans and SD Medicaid clients; private pay fares	PO Box 778 725 N Mail St Sioux Falls, SD 57101	605-338-9529	Southwest MN SD	24/7 - flexible	Bed-to-bed medical trips; social and work trips	3 minivans 2 sedans 8 full size vans	2 minivans w ramps; 5 full size vans have tie-downs	All ages	Prefer 24 hour advance registration	$20 pickup fee – loaded; wheelchair – $1.75/mi; Stretcher - $2.00/mi

CHARTER SERVICES											
WD Tours	Passenger Fares/fees	3341 271st Ave Appleton, MN 56208	320-752-4565	United States and Canada	Flexible	Motor coach charter and tours	1 Motor coach – 57 passenger	No – Work with Peterson Bus Service if needed	All ages	Flexible	Varies based on destination and type of service
Peterson Bus Service	Passenger Fares/fees; contracts	New London, MN 56273	320-354-2414	State of MN	M-F – school hours Flexible	Student transportation and motor coach transportation	3 Vans– 13 passenger; 3 Buses – 20 passenger	Yes – Van – 2 wheel-chair and ramp; Buses all have lifts/ ramps	All ages	Contract with schools. Advance registration based on availability	Varies based on destination and type of service

R&J Tours	Passenger Fares/fees	1030 Hwy 71 Willmar, MN 56201	320-235-5875	State of MN	Flexible	Motor coach charter or tours	4 – motor coaches	Yes – 1	All ages	Advance registration.	Varies based on destination and type of service
Bennett & Bennett Transportation	Passenger Fares/fees; contracts	109 Winter Dr Granite Falls, MN 56241	320-564-4766	Minnesota – South Dakota	Flexible	Student transportation primarily (YME) – some other	25 School buses 1 Van	Yes – 1 bus with lift. Based on needs.	All ages – mostly youth	Advance registration – 2 week preference	Varies based on destination and type of service
Palmer Bus Service	Passenger Fares/fees; contracts	22 S Division St Clara City, MN 56222	320-847-3109	Renville, Chippewa, Swift	M-F: 6:30 am – 5:00 pm School activity hours	Student transportation (YME Contract) to and from school and activities. Some other student transportation in community – church.	23 School buses (35 – 78 passenger capacity)	Yes – 1 35 passenger bus. Based on needs.	Students enrolled in school district	Scheduled	Varies based on destination and type of service
Riley Bus & Tours	Passenger Fares/fees; contracts	302 W Hwy 12 Murdock, MN 56271	320-875-2491	Flexible	Flexible	Personal tours and charter service with many amenities. School transportation by contract.	Six motor coaches and six school buses 30 – 54 passenger capacity	No	All ages	Advance registration based on availability	Varies based on destination and type of service
Rustad Bus & Tours	Passenger Fares/fees; contracts	208 N 12th St Kerkhoven, MN 56252	320-264-2987	Nationwide	Flexible	Charter and tour transportation; student transportation (KMS and Benson)	5 Motor coaches (27 – 55 passenger); 1 van (7 passenger); 8 School buses	No	All ages	Advance registration	Varies based on destination and type of service
Clark Transportation	Passenger Fares/fees; contracts	708 S 17th St Montevideo, MN 56265	320-269-7427	Flexible for charter; Counties of Lac qui Parle, Swift, Yellow Medicine and Chippewa for school transportation	Flexible	Primarily school transportation; charter and tour transportation (limited – mostly within Montevideo community)	17- School buses (26 – 84 passenger); 4 SUBURBANS 1 passenger car and 1 service pickup	Yes – 2 buses	Students enrolled in school district; all ages for charter or tours	Scheduled school transportation; advance registration for charter or tour	Varies based on destination and type of service
Breberg Charter	Passenger Fares/fees	Dawson, MN 56232	320-769-4496	Motor coach charter services	Flexible						
Willmar Bus Service	Passenger Fares/fees; contracts	1308 7th SE Willmar, MN 56201	320-231-2110	Nationwide	Flexible	Student transportation; charter and tour transportation	1 Mini buses (20 passenger); 4 Motor coaches – 3 (47 passenger) and 1 (55 passenger) 20 – School buses (15 – 77 passenger)	Yes – 5 school buses	All ages	Preference of 2 week advance registration	Varies based on destination and type of service (will charge deadhead miles)
Thielen Buss Lines, Inc.	Passenger Fares/fees; contracts	220 W 11th St Redwood Falls, MN 56283	507-637-3600	Nationwide	Flexible	Student transportation; charter and tour transportation	20 School buses (77 passenger) and 4 Suburban cars 4 Motor coaches (55 passenger)	Yes – 2 school buses and subur-bans	All ages	Advance registration	Varies based on destination and type of service (will charge deadhead miles)

SCHOOLS											
PUBLIC SCHOOLS											
Bellingham Elementary	Levy	522 1st St Bellingham, MN 56212	320-568-2118	Lac qui Parle County; Bellingham	M-F 7:00 am – 4:00 pm	Student transportation – school	1 Car 5 Buses – 1 medium and 4 large	No – based on needs	Students enrolled in the district	Scheduled	N/A
Benson Public Schools	Levy	14th & Bernhart Av Benson, MN 56215	320-843-2710	Swift, Pope and Chippewa Counties; Benson, DeGraff, Swift Falls, Clontarf and Danvers	M-F Before and after school hours; evening and Saturday hours for special activities and events	Student transportation – school and activities	2 Vans 11 Buses	1 Van – lift/ ramp; 1 Bus – lift/ ramp	Students enrolled in the district	Scheduled	N/A
Canby Public Schools	Levy	106 Ring Av N Canby, MN 56220	507-223-5965	Yellow Medicine, Lincoln, Lac qui Parle Counties; Cities of Canby, St. Leo, Porter, Gary SD	M-F: 6:50 am – 4:20 pm; evening and Saturday hours for special activities and events	Student transportation – school and activities; lease vehicles to community groups for all ages some	13 School buses; 1 Van; 2 cars	No – based on needs	Students enrolled in the district	Scheduled	N/A
MACCRAY Public Schools	Levy	Box 590 Clara City, MN 56222	320-847-2154	Contract transportation services out. Own small van for district needs.							
Clinton-Graceville-Beardsley Schools	Levy	601 N 1st St Clinton, MN 56225	320-748-7281	Traverse, Big Stone and Stevens Counties; Clinton, Graceville and Beardsley	M- F Before and after school hours; evening and Saturday hours for special activities and events	Student transportation – school and activities.	1 Car 3 Vans 10 Buses -20 Passenger	1 Van – Lift/ Ramp	Students enrolled in the district.	Scheduled	N/A
Dawson-Boyd Public Schools	Levy	848 Chestnut St Dawson, MN	320-769-2955	LqP and YM Counties; Dawson and Boyd	M- F Before and after school hours; evening and Saturday hours for special activities and events	Student transportation – school and activities	3 Vans 9 Buses – 1 medium passenger and 8 large passenger	Yes – 1 medium passenger bus lift/ramp	Students enrolled in the district.	Scheduled	N/A
YME Public Schools	Levy	56232 450 9th Av Granite Falls, MN 56241	320-564-4081	Contract transportation services out. Small van and car for district needs.							
KMS Public Schools	Levy	302 15th St N Box 168 Kerkhoven, MN 56252	320-264-1411	Contract transportation services out.							

LqPV Public Schools	Levy	2860 291st Av Madison, MN 56256	320-752-4200	Lac qui Parle, Chippewa, Big Stone Counties; Appleton, Milan, Madison, Marietta and Nassau	M-F: Before and after school hours (6:50 am – 4:30 pm); evening and Saturday hours for student special activities and events	Student transportation – school and activities	24 School buses – 16 to 77 passenger); 16 vans/cars (can use to transport students if vehicle is under 12 years old)	Yes – 1 Bus with 4 wheel-chair; 3 vans with lifts	Students enrolled in the school district (includes HeadStart and preschool)	Scheduled	N/A
Montevideo Public Schools	Levy	1501 Williams Av Montevideo, MN 56265	320-269-8833	Contract transportation services out. Own 2 vans (8 passenger), 2 cars and 5 school buses for district use. Contractor uses buses.							
Ortonville Area Public Schools	Levy	200 Trojan Dr Ortonville, MN 56278	320-839-6181	Big Stone and Lac qui Parle counties; Cities of Ortonville, Odessa, and Big Stone City, SD	M-F: 7:00 am – 4:30 pm; evening and Saturday hours for special activities and events	Student transportation; lease to community organizations some	12 School buses (59-72 passenger) 2 Vans (7 passenger) 2 Vans (10 passenger)	Yes – 1 bus	All ages – primarily students enrolled in the district	Scheduled	N/A
PRIVATE SCHOOLS											
Echo Charter		101 Rocket Av P.O. Box 158 Echo, MN 56237	507-925-4143	30 Mile Radius of Echo Renville, Yellow Medicine, Redwood, Lyon	M-F: 7:30 am – 4:30 pm	Student transportation	2 Vans 1 Small Bus (20-25 capacity) 5 Large Buses	Yes - 1	Students enrolled in school	Scheduled	N/A
St. Peter's Catholic School		410 N Ring Av Canby, MN 56220	507-223-7729	Lincoln, Lac qui Parle, Yellow Medicine Counties	M-F: 8:00 am – 4:00 pm	N/A	Students use buses from other schools.	N/A	Students enrolled in school	N/A	N/A

*H/A – Handicapped Accessible
*Fares/rates – Based on 2006 costs and are subject to change.

APPENDIX D - Project Idea Summary

6/8/2011

	Communication, Training & Organizational Support							
# of Votes	Project Title	Description and Objective	Clients	Communities Served	Strategy	Champion	Implementation Party	Timing
7	Marketing to Human Service Professionals	More marketing of the services to organizations who have clients that could use transit in the region.(As a clinic manager I did not know of the services available to our MA patients)	elderly/disabled/Low income	region	Educate human service professionals on transportation options	Prairie 5/DHS	Transit Providers	Short
7	Marketing to Public	Market volunteer drivers as an opportunity in the region	elderly/disabled/Low income	region	Educate public of transportation options	Prairie 5/DHS	Transit Providers	Short
5	Annual Regional Transportation Seminar	All providers in the region would have an annual day or days they would meet to discuss ways to coordinate. It would be facilitated by an impartial body trained in bringing groups together to do that. It could involve training opportunities too.	elderly/disabled/Low income	region	Convene regional coordination body	RDC/MnDOT Transit managers	RDC/MnDOT Transit managers	Medium
1	Market Rides for Kids	Provide list of options for public transportation for kids to summer, after school and community activities	youth/parents	where city transit systems exist	Educate public of transportation options	City Transit Systems	Cities/ Community Ed/ Park & Rec/Businesses	Short
	Outreach to underserved communities	Reach out to elders in communities that do no have city transit	elderly/disabled/Low income	cities w/o transit and rural area	Educate public of transportation options or enhance volunteer driver program	Prairie 5	Prairie 5	Short

	Mobility							
# of Votes	Project Title	Description and Objective	Clients	Communities Served	Strategy	Champion	Implementation Party	Timing
1	Special Event Service	Offer the ability to extend hours on occasion to provide transit to evening and weekend community events	elderly/disabled/Low income	cities with transit systems	Improve service convenience	City Transit Systems	City Transit Systems	Short
1	Organize medical rides to South Dakota	Many clients get referred to Sioux Falls for medical treatment and there is no service that goes there from here.	elderly/disabled/Low income	region	Improve service convenience	Prairie 5/medical facilities	Prairie 5 working in coordination with other transit providers in SW MN	Long
	Enhance Volunteer Driver Program	If there are volunteer services in a county make sure to let medical facilities know about them so their clients can have better options	elderly/disabled/Low income	communities that volunteer drivers exist/serve	Enhance Volunteer Driver Program	Volunteer driver organizers	Volunteer driver organizers	Short

	Coordinate and Consolidate Transportation Services & Resources							
# of Votes	Project Title	Description and Objective	Clients	Communities Served	Strategy	Champion	Implementation Party	Timing
2	Coordination of Dispatch and Authorization of Rides	If/when there is an authorized study regarding a statewide ATS coordination system we need to have someone from our region represented on the taskforce	Public Assistance/MHCP Clientele	region and beyond	Contract Between Agencies?	?	DHS	Medium
2	Coordination of Rides for Children	Provide adequate transportation for children-especially those enrolled in on-going programming (counseling, detox, etc). Coordinate between schools, transit system Human Service agencies.	children/families (low income?) & local family services agencies	YM County	Coordinate agency schedules	Prairie 5	YM Co Human Services	Short
2	Worksite Rides for Disabled	Provide rides to and from work to disabled adults 5 days a week m-f/225 days per year	Disabled	Montevideo/Clara City/Granite Falls/Dawson	Contract Between Agencies	Chippewa DAC/ City of Monte Transit/Prairie 5	Chippewa DAC/ City of Monte Transit/Prairie 5	Medium
2	Agency Ride Coordination	Share resources to move clients to and from appointments and locations. Take clients from within region to where they need and want to go outside the region by coordinating within agencies and transit providers	elderly/disabled/Low income and all other riders	region	Coordinate agency schedules	MnDOT Regional Transit Manager & Prairie 5	Prairie 5+ other transit providers outside our region	Medium
1	Regionalize volunteer Driver Training	Do all volunteer driver training regionally	elderly/disabled/Low income	region	Coordinate Volunteer driver training	Prairie 5/DHS	Prairie 5	Medium
	Dispatch Coordination	Centralize a call center. Improving program access could potential reduce costs.	elderly/disabled/Low income and all other riders	region and beyond	Coordinate Dispatch	Prairie 5	Prairie 5	Medium
	Joint Purchase Agreement	Allow the transit office to purchase items at a reduced cost and in bulk (insurance, fuel etc)	elderly/disabled/Low income and all other riders	Region	Allow joint purchasing	MnDOT Regional Transit Manager	All transit providers	Short/Medium

APPENDIX E – UMVRDC Project Analysis: Effort vs. Impact Assessment

Difficult to do/Minor Impact	Difficult to do/ Major Impact
Organize medical rides to South Dakota Coordination of Rides for Children Agency Ride Coordination	Marketing to Public Annual Regional Transportation Seminar Outreach to underserved communities Coordination of Dispatch and Authorization of Rides Dispatch Coordination Joint Purchase Agreement
Easy to do/Minor Impact	**Easy to do/Major Impact**
Special Event Service Enhance Volunteer Driver Program	Marketing to Human Service Professionals Market Rides for Kids Worksite Rides for Disabled Regionalize volunteer Driver Training